



CIVIL SERVICE BOARD MEETING AGENDA

Date: January 16, 2020

OPEN SESSION 5:30 p.m.

City Hall, One Frank H. Ogawa Plaza, Hearing Room 1

BOARD MEMBERS: Chair, Andrea Gourdine; Vice Chair, Christopher Johnson; Lauren Baranco; Yvonne Hudson-Harmon; Brooke Levin; Carmen Martinez; Beverly A. Williams

STAFF TO THE BOARD: Ian Appleyard, HRM Director/Secretary to the Board
Greg Preece, HR Manager/Staff to the Board
Vadim Sidelnikov, Deputy City Attorney

OPEN SESSION AGENDA

ROLL CALL

1) OPEN FORUM

2) APPROVAL OF THE JANUARY 16, 2020 CIVIL SERVICE BOARD MEETING AGENDA ACTION

3) UPDATES, SECRETARY TO THE BOARD INFORMATION

4) CONSENT CALENDAR: ACTION

a) Approval of Provisional Appointment

- Oakland Public Library Department (1)

b) Approval of Employee Requests for Leave of Absence

- City Attorney's Office (1)
- Human Resources Management (1)

c) Approval of Revised Classification Specifications

- Registered Veterinary Technician (formerly Veterinary Technician)

- Complaint Investigator III
- Transportation Engineer, Supervising

5) OLD BUSINESS:

- | | |
|---|-------------|
| a) Approval of December 19, 2019 Civil Service Board Meeting Minutes | ACTION |
| b) Approval of the July 18, 2019 Civil Service Board Meeting Minutes | ACTION |
| c) Determination of Schedule of Outstanding Board Items | ACTION |
| d) Informational Report on the Status of Temporary Assignments for Temporary Contract Service Employees (TCSEs) and Exempt Limited Duration Employees (ELDEs) Including a Report of the Names, Hire Dates, and Departments of all ELDE's and TCSEs in Accordance with the Memorandum of Understanding Between the City and Local 21 | INFORMATION |
| e) Update on Common Class Study | INFORMATION |

6) NEW BUSINESS:

- | | |
|--|-------------|
| a) Approval of New Classification Specification for Veterinary Assistant | ACTION |
| b) Census 2020 Presentation | INFORMATION |
| c) Approval of Revised Classification Specifications for Human Resource Clerk and Human Resource Technician | ACTION |
| d) Quarterly Report per Section 3.04 of the Personnel Manual of the Civil Service Board ("Civil Service Rules") Providing Status of all Classification Specifications Revisions Currently Under Review | INFORMATION |

7) ADJOURNMENT

NOTE: The Civil Service Board meets on the 3rd Thursday of each month. The next meeting is scheduled to be held on Thursday, February 20, 2020. All materials related to agenda items must be submitted by Thursday, February 6, 2020. For any materials over 100 pages, please also submit an electronic copy of all materials.

Submit items via email or U.S. Mail to:

City of Oakland - Civil Service Board
150 Frank H. Ogawa Plaza, 2nd floor
Oakland, CA 94612

civilservice@oaklandca.gov



Do you need an ASL, Cantonese, Mandarin or Spanish interpreter or other assistance to participate? Please email civilservice@oaklandca.gov or call (510) 238-3112 or (510) 238-3254 for TDD/TTY five days in advance.

¿Necesita un intérprete en español, cantonés o mandarín, u otra ayuda para participar? Por favor envíe un correo electrónico civilservice@oaklandca.gov o llame al (510) 238-3112 o al (510) 238-3254 Para TDD/TTY por lo menos cinco días antes de la reunión. Gracias.

你需要手語, 西班牙語, 粵語或國語翻譯服務嗎? 請在會議前五個工作天電郵 civilservice@oaklandca.gov

或致電 (510) 238-3112 或 (510) 238-3254 TDD/TTY



CITY OF OAKLAND

MEMORANDUM

DATE: December 17, 2019

TO: The Honorable Civil Service Board

FROM: Cynthia Ng
Human Resource Analyst

THROUGH: Ian Appleyard, HRM Director
Secretary to the Board

THROUGH: Greg Preece
Human Resources Manager - Recruitment, Classification and Benefits

SUBJECT: Request for Provisional Appointment in Classification of Library Assistant to be ratified at the Civil Service Board Meeting of January 16th, 2020

Attached is a request from the Oakland Public Library to make a provisional appointment to a Library Assistant vacancy. The basis for this request is detailed in the attached Provisional Appointment Form as supporting documentation.

The Library Assistant position performs a variety of library duties including assisting in the operation of a branch library or specialized program or service within a library department.

The minimum qualifications for Library Assistant are: a Bachelor's degree from an accredited college or university. Two years of full-time experience may be substituted for two years of college. No experience is required.

The selected candidate meets the minimum qualifications of the Library Assistant position with a Bachelor's degree in Psychology and Master's degree in Public Administration. Although no experience is required for this position, the applicant is currently a Library Aide, Part-Time employee in the Financial and Administrative Services Office of the Oakland Public Library. Recruitment and Classification is in the process of administering a Civil Service Examination to permanently fill this vacancy within 120 days. The job announcement will be posted on December 23, 2019.

The Human Resources Management Department recommends that the Civil Service Board ratify the provisional appointment for this Library Assistant position in the Oakland Public Library beginning on December 28, 2019 and ending on or before April 26, 2020.

OAKLAND CIVIL SERVICE BOARD PROVISIONAL APPOINTMENT REQUEST

SCHEDULED MEETING DATE FOR CONSIDERATION: January 16, 2020

AREA REQUESTED

POSITION: Library Assistant

DEPARTMENT: Oakland Public Library

APPOINTMENT DURATION: 120 days maximum

STATUS OF RECRUITMENT AND EXAMINATION PROCESS

DATE ELIGIBLE LIST EXPIRED OR WAS EXHAUSTED: N/A

DATE PERSONNEL REQUISITION RECEIVED: December 12, 2019

CURRENT STATUS OF EXAMINATION: The job announcement is scheduled to open on December 23, 2019. When all applicants have been assessed, exam development will begin. Upon completion, HRM will move forward with the examination and selection process.

JUSTIFICATION:

Reason Needed: This position is vital to the operation of the Oakland Public Library to ensure the continuity of several urgent projects currently underway in the Fiscal and Human Resources sections of the Oakland Public Library.

This provisional appointment is needed to fill one (1) of eleven (11) vacancies. The requisition requesting a provisional appointment was approved on December 17, 2019. A provisional appointment will allow the work to be performed while an eligibility list is being developed.

Other Alternatives Explored and Eliminated:

The job announcement is scheduled to be posted on December 23, 2019.

IMPACT IF REQUESTS ARE NOT APPROVED (i.e., services, fiscal, other):

This position is essential to assist management staff with assigned projects related to Fiscal and HR operations within the Oakland Public Library. This provisional appointment is necessary for the continuity of these urgent projects.

Attachments:

Employment Application: Yes

Personnel Requisition: Yes

Resume: Yes

Recruitment and Classification Staff Recommendation, including following pertinent information:

- Summary of Application Qualifications: ✓
- Current Residency Status: Oakland Resident
- Current Employment Status: A current City of Oakland part-time employee



Unpaid Leave of Absence

[Print Form](#)

Leave Type:

- | | |
|--|--|
| <input type="checkbox"/> FCL - Family Care Extended | <input type="checkbox"/> SLV - Sick Leave (no pay) |
| <input type="checkbox"/> FDN - Family Death (no pay) | <input checked="" type="checkbox"/> ANP - Miscellaneous (no pay) |
| <input type="checkbox"/> MNP - Military Leave (no pay) | <input type="checkbox"/> Parental Leave (no pay) |

Employee's Name Jady Leung Employee's ID 24245 Today's Date 12/19/2019Department/Division Oakland City Attorney Employee Job Title Legal Admin AssistantRequest: 41 ☒ Days ☐ Hours From 01/16/20 To 02/26/2020
No. of Days or Hours Select Days or HoursUnpaid Leave Taken This Year? ☐ Yes ☒ No If yes, what type of leave

(Write appropriate code)

Comparison of Different Leave Types					
Leave Type	Maximum Duration	Keep Accrued Seniority?	Seniority?	Keep Health Benefits?	Other
FCL	4 mos*	Yes	No	Depends*	Comb. of paid & unpaid leave
FDN	5 days	Yes	No	Yes	Family death leave (paid) exhausted
MNP	1 year	Yes	Yes	For 5 mos*	For military training and service
SLV	1 year	Yes	No	No*	Sick leave (paid) exhausted
ANP	1 year	Yes	No	No*	Miscellaneous leave (no pay)
PNP	1 year	No	No	No *	Parental Leave (no pay)

*** Additional Information**

Employees on ANP, MNP, SLV or PNP may continue to participate in a City group health plan under COBRA at their own cost.

Family Care Extended Leave allows employees to use a combination of paid and unpaid leave. Employees using paid leave keep their health benefits, while employees on unpaid leave for this category are entitled to extend their coverage under COBRA at their own cost. If the leave is unpaid parental, an employee may take up to a maximum of 5 months leave.

Digitally signed by Jady
DN: cn=Jady, o, ou, email=jleung@oaklandcityattorney.org,
c=US
Date: 2019.12.19 15:47:59 -08'00'

Employee's Signature

Date

Civil Service Board Approval

Date

Department Head Approval

Date

City Manager Approval

Date

Note: Civil Service Board approval is required for leave of 5 days or more for classified employees. City Manager approval is required for leave of 5 days or more for exempt employees.



Unpaid Leave of Absence

Leave Type:

☐

FCL - Family Care Extended

☐

FDN - Family Death (no pay)

☐

MNP - Military Leave (no pay)

☐

SLV - Sick Leave (no pay)

☒

ANP - Miscellaneous (no pay)

☐

Parental Leave (no pay)

Employee's Name Kere GonzalesEmployee's ID 24077Today's Date January 6, 2020Department/Division Human Resource ManagementEmployee Job Title Human Resource Technician
☒
Request: 40

No. of Days or Hours

☒

Days

☐

Hours

Select Days or Hours

From February 22, 2020To March 31, 2020

Unpaid Leave Taken This Year?

☐

Yes

☒

No

If yes, what type of leave

(Write appropriate code)

Comparison of Different Leave Types

Leave Type	Maximum Duration	Keep Accrued Seniority?	Seniority?	Keep Health Benefits?	Other
FCL	4 mos*	Yes	No	Depends*	Comb. of paid & unpaid leave
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Family Care Extended Leave allows employees to use a combination of paid and unpaid leave. Employees using paid leave keep their health benefits, while employees on unpaid leave for this category are entitled to extend their coverage under COBRA at their own cost. If the leave is unpaid parental, an employee may take up to a maximum of 5 months leave.


Employee's Signature


Department Head Approval

1/6/2020
Date

1/8/2020
Date

Civil Service Board Approval

Date

City Manager Approval

Date

Note: Civil Service Board approval is required for leave of 5 days or more for classified employees. City Manager approval is required for leave of 5 days or more for exempt employees.



MEMORANDUM

DATE: January 16, 2020

TO: The Honorable Civil Service Board **FROM:** Jaime Pritchett
Principal Human Resource Analyst

THROUGH: Greg Preece, Human Resources Manager, Recruitment & Classification

THROUGH: Ian Appleyard, Director of Human Resources Management
Secretary to the Board

SUBJECT: Approval of Revised Classification Specification for Registered Veterinary Technician – formerly titled Veterinary Technician

Based upon a classification review at the request of Oakland Animal Services (OAS), staff has proposed revisions to the **Registered Veterinary Technician** classification. The classification specification was established in January 2006 and was revised in May 2018.

The City of Oakland is proposing the following changes to the classification specification and classification title:

- Alter the Distinguishing Characteristics section to recognize the creation of a new, lower level Veterinary Assistant classification.
- Make minor revisions to the Examples of Duties section and reformat the Knowledge and Abilities section.
- Remove the background investigation requirement from the Other Requirements section. OAS is not part of the Oakland Police Department so it is no longer warranted.
- Change the title from Veterinary Technician to Registered Veterinary Technician (RVT). Adding “Registered” to the title clearly identifies the need to be licensed as an RVT, which is useful when comparing it to jobs at other organizations.

There are two vacant positions. The revised classification specification will be used to initiate an urgent recruitment and selection process to fill these vacancies in the near future.

The Service Employees International Union (SEIU, Local 1021) was notified of the proposal to revise and re-title this classification. Monthly meetings scheduled for October and November 2019 were canceled by Local 1021. City and union representatives were able to discuss the item at a collaborative and productive meeting on December 18, 2019. Amendments to the job description were proposed by the union and agreed to by the City during that meeting. In an email dated January 7, 2020, the union conveyed that there were no residual concerns about the proposed revisions.

The salary ordinance amendment to amend the classification title will be routed through City Council for approval at a later date. It is estimated to go before the Finance and Management Committee in February 2020 with two readings by City Council to follow.

CIVIL SERVICE BOARD

Subject: Registered Veterinary Technician Revised Classification Specification Approval

Date: January 16, 2020

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Additionally, the Port does not operate animal services programs. Therefore, classifications specifically designed in support of animal services programs have no corresponding classifications at the Port.

Staff recommends that the Civil Service Board approve the revised and re-titled classification specification of **Registered Veterinary Technician** as proposed.

Attachment: Proposed revised Registered Veterinary Technician classification specification.



REGISTERED VETERINARY TECHNICIAN

2019-10-21

**Class Code: TC144 FTE
TC145 PPT
TC146 PT**

Civil Service Classified

DEFINITION

Under general supervision in the Oakland Animal Services Department, assists in providing paraprofessional medical care and treatment to the animals; monitors the general health of the animal population; administers emergency first aid treatment, assists with surgery and medical examinations/treatment and follow-up care to animals in need; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a technical level classification that provides care and treatment to shelter animals. This classification is distinguished from the higher level Veterinarian in that incumbent of the latter is a first line supervisor position. It is further distinguished from the lower level Veterinary Assistant Animal Care Attendant in that the latter is ~~an entry level position that cleans cages and feeds animals~~ responsible for assisting with animal care services but does not possess a license as a Registered Veterinary Technician.

The incumbent receives general supervision from the Veterinarian, and may provide training to Animal Care Attendants.

EXAMPLES OF DUTIES – *duties may include, but are not limited to the following:*

Monitor the health of all animals; follow up on health observation reports by staff and volunteers; prioritize and advise the Veterinarian regarding animals that need further medical care.

Ensure that all shelter animals are medicated following strict instructions and that treatments are recorded accurately.

Maintain inventory of all assigned medications, vaccines, medical supplies in accordance with Drug Enforcement Agency (DEA) regulations; reorder supplies as necessary.

Assist with the euthanasia of animals.

May ensure all animals in adoption are properly vaccinated and receive their pre-adoption examination, either directly or by coordinating the protocol with volunteers or other staff.

Assist Veterinarian with surgery, including administering anesthesia, ~~and~~ using controlled substances for patient care, and preparing autoclave and surgery packs.

Follow-up on all animals sent for emergency medical treatment; assist with selecting shelter animals for transfer to offsite clinics for spay/neuter procedures and other surgeries; perform follow-up for these animals.

Verify that surgery ~~and~~ veterinary exam rooms are clean and organized.

Assist in the identification of possible disease outbreaks using appropriate diagnostic testing and work with the Veterinarian and other staff to treat the animals and take appropriate preventive action.

Coordinate all veterinary care of foster animals in conjunction with service providers.

KNOWLEDGE AND ABILITIES

Knowledge of:

- ~~Knowledge of v~~Veterinary medicine and disease.
- ~~Knowledge of m~~Medical treatment for a wide range of animals including domestic, livestock, wildlife, and under aged animals.
- ~~Knowledge of s~~Safe work practices.
- ~~Knowledge of f~~Federal guidelines related to controlled substances.

Ability to:

- ~~Ability to e~~Care for domestic and wild animals.
- ~~Ability to p~~Physically handle and examine a wide range of animals including aggressive, wild and under aged animal.
- ~~Ability to l~~Learn laws and ordinances pertaining to animal care.
- ~~Ability to f~~Follow oral and written instructions.
- ~~Ability to e~~Communicate effectively orally and in writing.
- ~~Ability to e~~Communicate effectively with individuals from diverse backgrounds.
- ~~Ability to t~~Train staff and citizens on the proper care of animal.
- ~~Ability to w~~Work in an environment with exposure to infectious animal diseases, animal waste, animal bite, aggressive animals, allergens and various industrial cleaning and disinfecting chemical.
- ~~Ability to a~~Assist with the euthanasia of animals.
- ~~Ability to p~~Properly document and maintain inventory of and utilize controlled substances in compliance with federal guidelines.
- ~~Ability to w~~Work nights, weekends, and holiday schedules.
- ~~Ability to l~~ift over 50 pounds.

MINIMUM QUALIFICATIONS *Any combination of education and experience that is equivalent to the following minimum qualifications may be acceptable.*

Education:

High school diploma or equivalent.

Experience:

Two (2) years of experience working in an animal shelter, clinic, veterinary hospital or

kennel under the supervision of a licensed veterinarian. Experience as a volunteer in an animal related industry is highly desirable. Knowledge of shelter medicine and management as well as experience with high quality/high volume spay/neuter procedures are highly desirable.

LICENSE OR CERTIFICATE

Successful incumbents in this position are expected to operate automotive vehicles in the performance of assigned duties. Due to the nature of the assignment and the hours worked, public transportation may not be a cost effective or efficient method for traveling to the various locations required. Individuals who are appointed to this position will be required to maintain a valid California Driver's License throughout the tenure of employment OR demonstrate the ability to travel to various locations in a timely manner as required in the performance of duties.

Must be a Licensed Registered Veterinary Technician (RVT) in the State of California in good standing.

OTHER REQUIREMENTS

Must be twenty-one (21) years of age or older.

~~Must complete a Personal History Questionnaire (PHQ) and pass a job-related background investigation.~~

May be required to participate in criminal prosecution which may include testifying in court.

Must successfully complete an eight-hour course in euthanasia within one year of employment

It is strongly recommended that incumbents in this classification receive all appropriate inoculations and vaccinations.

DEPT. OF HUMAN RESOURCES MANAGEMENT USE ONLY

Established: 01/19/2006 CSB Resolution #: 44458 Salary Ordinance #:
Exempted: Y ☐ N ☒ Exemption Resolution #:

Revision Date: 05/17/2018 CSB Resolution
#:44888

Re-titled Date: / / CSB Resolution #: Salary Ordinance #:

(Previous title(s):)



MEMORANDUM

DATE: January 16, 2020

TO: The Honorable Civil Service Board

FROM: Jaime Pritchett
Principal Human Resource Analyst

THROUGH: Greg Preece, Human Resources Manager, Recruitment & Classification

THROUGH: Ian Appleyard, Director of Human Resources Management
Secretary to the Board

SUBJECT: Approval of Revised Classification Specification for Complaint Investigator III

Based upon a classification review at the request of the City Administrator's Office, staff has proposed revisions to the **Complaint Investigator III** classification specification. The classification specification was established in July 1993 and revised in March 2008.

The primary reason for the changes to the classification specification involves reframing the overarching duties. Per the revision, the position will oversee and participate in intake and investigations as opposed to focusing only on carrying out intake and investigations. The classification will perform in a supervisory capacity.

The following proposed changes are intended to update the job description to better capture the duties that are presently assigned:

- Replace references to the Citizens' Police Review Board (CPRB) with Community Police Review Agency (CPRA) and add references to the Police Commission throughout the entire classification specification.
- Edit the Distinguishing Characteristics section to reflect the classification being described as supervisory in nature.
- Add more emphasis to the supervisory and oversight functions in the Examples of Duties; also, specify that the incumbent must travel to off-site locations in the performance of assigned duties.
- Refine a few of the Knowledge and Ability statements.
- Add desirable qualifications under Education and Experience in the Minimum Qualifications section including potential advanced degrees and previous lead or supervisory experience.
- Under Other Requirements, indicate that the incumbent must pass a background investigation.

There is one filled position. The approved classification specification will be used to initiate future recruitment and selection processes. The department hopes to add an additional position in the near future, pending budget approval.

The International Federation of Professional and Technical Engineers (IFPTE, Local 21) was notified of the proposed classification specification revisions. City staff and union representatives discussed the potential impacts at monthly meetings from October through December 2019.

CIVIL SERVICE BOARD

Subject: Complaint Investigator III Classification Specification

Date: January 16, 2020

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Amendments to the job description were proposed by the union based on member concerns, and they were agreed upon by the City during these monthly meetings. In an email dated January 7, 2020, the union confirmed that there are no objections to the proposed revisions.

Additionally, the Port does not have a Community Police Review Agency or Police Commission. Therefore, classifications specifically designed in support of such entities have no corresponding classifications at the Port.

Staff recommends that the Civil Service Board approve the proposed revisions to the **Complaint Investigator III** classification specification.

Attachments: Revised draft Complaint Investigator III classification specification.



COMPLAINT INVESTIGATOR III

Class Code: AP144 FTE; AP145 PPT Civil Service Classified

DEFINITION

Under general direction of the ~~Citizens' Community~~ Police Review ~~Board~~ Agency (CPRA) Executive Director ~~in the City Administrator's Office, serves as Secretary of the Citizens' Complaint Board;~~ oversees and participates in intake and investigations; performs investigations of ~~citizen's~~ complaints of alleged police misconduct which are filed with the ~~Citizens' Community~~ Police Review ~~Board~~ Agency and/or the Oakland Police Department; compiles and analyzes facts and data for cases; acts as a liaison between the Police Commission, City Administrator's Office, the City Attorney's Office, and the Police Department; supervises, ~~and~~ trains, and evaluates assigned staff; may act in the absence of the Executive Director; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a first-line supervisory ~~the senior~~-level position in the professional Complaint Investigator series. Under supervision, the incumbent is responsible for conducting thorough complex, sensitive, and diverse investigations of ~~citizens'~~ complaints alleging a broad range of misconduct by sworn Police Officers ~~and park rangers~~. The incumbent is responsible for overseeing case intake, critically evaluating complaints, developing a comprehensive investigation plan, pursuing and gathering relative and probative factual information from a variety of sources, analyzing the facts, reviewing and applying appropriate policies, and submitting comprehensive and objective written reports making recommendations on complaints in a timely manner, considering applicable statute of limitations and tolling provisions.

The incumbent is also required to present reports and information orally to the ~~Citizens' Police Review Board~~ Police Commission, Mayor, City Administrator, City Council and local community groups. The highest degree of independence is utilized in conducting the investigation. The incumbent is expected to carry out assignments with little or no direction except as new or unusual circumstances require arise. The incumbent will be expected to attend meetings and hearings outside of normal business hours. The incumbent receives general supervision from the ~~Citizens' Police Review Board~~ CPRA Executive Director and may act in the absence of the Executive Director.

The incumbent receives direction from ~~a Deputy City Administrator and the~~ CPRA ~~Manager~~ Executive Director and exercises general supervision over assigned professional and clerical staff.

EXAMPLES OF DUTIES - *Duties may include, but are not limited to the following:*

Supervise, train, and evaluate intake technicians, investigators, and attorneys. Consult with investigators on complex cases and; coordinate investigative resources where applicable. Provide initial review of completed investigative reports. Provide assistance to citizens filing complaints with the Citizens' Police Review Board and provide referrals to other appropriate agencies as necessary. Investigate complaints filed with the ~~Citizens' Police Review Board~~ CPRA; facilitate mediation of complaints as appropriate. Analyze and compile facts and data for cases concerning police complaints; formulate objective recommendations based on critical analysis; interpret rules, laws and regulations pertaining to police conduct; develop, maintain, revise and provide

Complaint Investigator III

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~~Citizens' Police Review Board CPRA~~ Executive Director with the comprehensive investigative plan and case status. Prepare a variety of complex written reports; attend meetings; ~~and hearings and prepare minutes of Citizens' Police Review Board meetings and hearings;~~ make oral presentations to the ~~Police Commission, Mayor, City Administrator, City Council, Citizen's Police Review Board and~~ community groups, and others.

Consult and confer with ~~the CPRA~~ Executive Director regarding the following: prioritization of cases for investigation; facts established in investigations; important issues that may arise in interpreting various laws; facts, trends, and patterns identified through investigations; ~~and~~ the recommended disposition and conclusion of cases. ~~Act as liaison between the Mayor's Office, City Administrator's Office, City Attorney's Office and Police Department in the acquisition and presentation of findings;~~ Respond to inquiries from ~~citizens~~ the community members, Police Officers, ~~Citizens' Police Review Board~~ the Police Commission, the media, and other interested parties in a timely manner. Participate in community outreach activities and serve as a representative of the ~~Citizens' Police Review Board CPRA and the Police Commission and City Administrator's Office to~~ citizen community groups, the ~~P~~police ~~D~~department, and other government agencies.

Identify, actively seek out, and interview complainants, witnesses, technicians, sworn police personnel, dispatchers, medical personnel, and others as necessary to complete thorough investigations; gather pertinent evidence material to complaints; assess Oakland Police Department, including Internal Affairs Division, records, and maintain confidentiality; compile and summarize information collected. Maintain complete and accurate complaint files, conversation logs, closed files, media reports, police reports, computerized files and other related files and records; formulate reports based on the evidence gathered; ensure that records are secured and confidential. Drive to various locations to conduct interviews, research complaints, access data and information, and attend meetings ~~and hearings~~. Participate in training ~~and orienting~~ new personnel ~~and Board members and Police Commissioners;~~ make recommendations regarding training and policy changes. Process Public Records Act requests in accordance with City policy and applicable laws, consulting and conferring with City Attorney and ~~CPRA~~ Executive Director as needed. ~~Supervise, train, and evaluate assigned staff.~~

Operate an automotive vehicle in the performance of assigned duties; travel to off-site locations throughout the community.

KNOWLEDGE AND ABILITIES

Knowledge of: principles, practices, and techniques of conducting an investigation including ~~conduct of interviews~~ and interrogation procedures, research and data investigation, analysis of information, and preparing thorough and objective recommendations; laws of arrest, search, and seizure; legal rights of citizens; principles of constitutional law; and ~~the~~ Public Safety Officer's Bill of Rights; public relations principles including public speaking, ~~and~~ conflict resolution/mediation, and related techniques; police department administration and organization; administrative hearing practices; English punctuation, syntax, language mechanics, and spelling; principles and techniques necessary for the objective presentation of recommendations both in oral and written formats; ~~basic personal~~ computer systems and software applications including word processing, databases, and spreadsheets; and principles of supervision, training, and development.

Ability to: plan, organize and conduct thorough investigations of complex and sensitive ~~issues~~ matters

Complaint Investigator III

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in a timely manner; maintain accurate records and files; create comprehensive investigative operational plans; conduct effective interviews using appropriate techniques and approaches; effectively and analytically; follow-up on discrepancies; corroborate evidence and leads to other evidence suggested by complaint and defense; use tact and diplomacy in interviewing individuals from diverse backgrounds while remaining calm and impartial during sensitive, confrontational, and stressful situations; compile and critically analyze information, facts, evidence and other data to evaluate testimony and analyze the credibility of the witness and the probative value of information obtained; reason logically; apply rules and facts; draw conclusions and make supported recommendations; operate a camera to photograph complainants' injuries and the scene of the incident if necessary; read, comprehend, and analyze complex policies, rules, laws, reports, medical records, and other pertinent documents; interpret information regarding the case and process in lay person's terms; maintain a high level of professionalism and ethical standards in approaching each case without preconceived biases; communicate effectively orally and in writing; make verbal presentations to both large and small groups; establish and maintain professional working relationships with employees, elected officials, boards and commissions, community groups and the general public; handle stressful and sensitive situations with tact and diplomacy; meet critical deadlines, manage time effectively, and adapt quickly to changing priorities; work with minimal supervision and direction; work flexible hours as necessary including nights and weekends; and supervise, train, and evaluate assigned staff.

MINIMUM QUALIFICATIONS

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable.

Education:

Bachelor's degree from an accredited college or university in public administration, behavioral science, political science, or a related field. Master's or law degree is highly desirable.

Experience:

Five years of professional full-time paid experience in civil, employee, or criminal investigation or related field where the responsibility includes evidence gathering, evidence evaluation, and disposition recommendation. Previous lead or supervisory experience is desirable.

LICENSE OR CERTIFICATE

Individuals who are appointed to this position will be required to maintain a valid California Driver's License throughout the tenure of employment OR demonstrate the ability to travel to various locations in a timely manner as required in the performance of duties.

OTHER REQUIREMENTS

Oral and written bi-lingual skills in Spanish, Mandarin or Cantonese are highly desirable. Other languages may be added to comply with the City's Equal Access Ordinance or other relevant legislation or department needs.

Incumbents will be expected to work nights and weekends as necessary.

Must pass a thorough background investigation.

Complaint Investigator III

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DEPT. OF HUMAN RESOURCES MANAGEMENT USE ONLY

Established: 7/22/1993 CSB Resolution #: 44287 Salary Ordinance #:
Exempted: Y ☐ N ☒ Exemption Resolution #:

Revision Date: 3/6/2008 CSB Resolution #: 44516
Re-titled Date: / / CSB Resolution #: Salary Ordinance #:

(Previous title(s): n/a)



MEMORANDUM

DATE: January 16, 2020

TO: The Honorable Civil Service Board

FROM: Jaime Pritchett
Principal Human Resource Analyst

THROUGH: Greg Preece, Human Resources Manager, Recruitment & Classification

THROUGH: Ian Appleyard, Director of Human Resources Management
Secretary to the Board

SUBJECT: Approval of Revised Classification Specification for Transportation Engineer,
Supervising

Based upon a classification review at the request of the Oakland Public Works (OPW) Department, staff has proposed revisions to the **Transportation Engineer, Supervising** classification specification. It was established in July 1993 and has not been revised since that time. The City began to pursue revisions in mid-2018 but the action was withdrawn. Following an unsuccessful recruitment using existing language, the City has opted to resume efforts to revise the classification specification.

A variety of revisions have been proposed:

- The most substantive change affects the required license/registration in the License or Certification section – the present requirements specify registration as a Professional Engineer (PE) and a Transportation Engineer (TE); the proposed revision will modify the requirement to require the PE and allow the TE to be desirable.
- Language has been added to the Definition and Distinguishing Characteristics sections to conform with the classification specification template.
- A statement has been added to the Knowledge and Abilities section to reflect required computer skills.
- Lastly, another change involves the reporting structure. OPW intends to combine the field and office traffic signals operations; therefore, an Electrical Supervisor that previously reported to the Electrical Services Manager will now report to the Transportation Engineer, Supervising.

There are three budgeted positions, and one is presently vacant. The revised classification specification will be used to initiate the recruitment and selection process for the vacancy.

The International Federation of Professional and Technical Engineers (IFPTE, Local 21) was notified of the proposed classification specification revisions. City staff and union representatives discussed the potential impacts at two meetings in December 2019. In an email dated January 7, 2020, the union confirmed that there are no objections to the proposed revisions.

Additionally, the “common class” status of this classification has not been determined. The “Common Class” Project is currently underway, and more information regarding this classification will be available at a later date.

CIVIL SERVICE BOARD

Subject: Transportation Engineer, Supervising Classification Specification

Date: January 16, 2020

Page 2

Staff recommends that the Civil Service Board approve the proposed revisions to the **Transportation Engineer, Supervising** classification specification.

Attachments: Revised draft Transportation Engineer, Supervising classification specification.



SUPERVISING TRANSPORTATION ENGINEER

Class Code: ET121 FTE

Civil Service Classified

DEFINITION

Under direction in the Oakland Department of Transportation, ~~To~~supervises traffic engineering the work of the Traffic Engineering Section, including traffic operations, planning, and design; ~~to~~reviews Environmental Impact Reports, transportation plans, and other traffic studies; ~~to~~resolves traffic-related complaints; ~~to~~drafts ordinances and resolutions; ~~and to~~trains and supervises assigned staff; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the supervisory level in the Transportation Engineer series. Incumbents are responsible for overseeing daily operations, supervising staff, and ensuring transportation functions are carried out effectively. This classification is distinguished from the Principal Civil Engineer, which is a division head position. This classification is further distinguished from Transportation Engineer, which is the journey level position that does not provide supervision.

Incumbents ~~r~~Receives direction from ~~the Deputy Director of Public Works or the Transportation Services Manager~~a Principal Civil Engineer or other management staff and :

~~E~~exercises general supervision over entry and journey level Transportation Engineers, Assistant Transportation Engineers, Engineering Technicians, and other assigned staff, and Student Trainees.

EXAMPLES OF DUTIES - *Duties may include, but are not limited to the following:*

Plan and supervise major transportation functions, including planning and design, ~~transportation coordination,~~ construction, traffic operation, ~~permit parking,~~ and investigation.

Review Environmental Impact Reports, final plans, specifications, special conditions, and agreements for form and accuracy.

Supervise the preparation of annual and long-range street and arterial development programs, cost estimates, traffic surveys, accident analyses, and traffic planning studies.

Manage capital improvement projects; work with Caltrans and consultants on projects.

Investigate and resolve citizen complaints pertaining to traffic engineering, signal design, signal timing design, and related matters.

Make presentations before concerned citizen groups.

Investigate and respond to complaints, resolve disputes and answer questions from the public and developers.

Provide technical support to committees; serve on inter-departmental and multi-agency committees; act as a consultant regarding transportation issues to City departments and state agencies.

Train, supervise and evaluate subordinate staff.

Respond to requests for information from the public, developers, City departments and agencies.

Assist in the preparation and administration of the section's budget.

Prepare and maintain records and reports.

~~Perform related duties as assigned.~~

KNOWLEDGE AND ABILITIES

Knowledge of:

- Transportation engineering principles, practices, and procedures.
- Federal, state, and local laws, ordinances, codes, standards, and plans pertaining to transportation engineering.
- Computer systems and software applications.
- Public speaking principles and practices.
- Public contact and community relations.
- Budget development and administration.
- Principles of supervision and development.

Ability to:

- Plan, organize, direct and evaluate a transportation program.
- Interpret federal and state regulations pertaining to transportation engineering.
- Coordinate functions and activities between departments and outside agencies.
- Develop and maintain effective interpersonal relationships with a diverse city group of people.
- Communicate effectively in both oral and written forms.
- Prepare and administer a unit budget.
- Maintain accurate records; prepare clear, concise reports.
- Supervise, train, and evaluate assigned staff.
- Utilize computer systems and software applications.
- Establish and maintain effective working relationships with those contacted in the performance of required duties.

MINIMUM QUALIFICATIONS

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable.

Education:

Bachelor's degree from an accredited college or university in engineering, transportation or closely related field.

Experience:

Five (5) years of progressively responsible work experience in traffic or transportation

engineering, including three (3) years of supervisory or lead experience.

LICENSE OR CERTIFICATE

Possession of a valid California Driver's License.

Possession of a Certificate of Registration from the State of California as a Professional Civil Engineer is required. ~~and as Certificate of Registration as~~ a Professional Traffic Engineer is highly desirable.

OTHER REQUIREMENTS

None required.

DEPT. OF HUMAN RESOURCES MANAGEMENT USE ONLY

Established:	07/22/1993	CSB Resolution #:	44287	Salary Ordinance #:
Exempted:	Y <input type="checkbox"/> N <input checked="" type="checkbox"/>	Exemption Resolution #:		
Revision Date:	/ /	CSB Resolution #:		
Re-titled Date:	/ /	CSB Resolution #:		Salary Ordinance #:
(Previous title(s):)			



CIVIL SERVICE BOARD MEETING MINUTES (DRAFT)

Date: December 19, 2019

OPEN SESSION 5:30 p.m.

City Hall, One Frank H. Ogawa Plaza, Hearing Room 1

BOARD MEMBERS: Chair, Andrea Gourdine; Vice Chair, Christopher Johnson (absent); Lauren Baranco; Yvonne Hudson-Harmon (absent); Brooke Levin (absent); Carmen Martinez; Beverly A. Williams

STAFF TO THE BOARD: Ian Appleyard, HRM Director/Secretary to the Board
Greg Preece, HR Manager/Staff to the Board
Vadim Sidelnikov, Deputy City Attorney

OPEN SESSION AGENDA

ROLL CALL

1) OPEN FORUM

2) APPROVAL OF THE DECEMBER 19, 2019 CIVIL SERVICE BOARD MEETING AGENDA

ACTION

44958 A motion was made by Board Member Williams and seconded by Board Member Martinez to approve the December 19, 2019 Civil Service Board Meeting Agenda. The motion passed unanimously.

Votes: Board Member Ayes: 4 – Gourdine, Williams, Baranco, Martinez

Board Member Noes: None

Board Member Abstentions: None

Board Members Absent: Johnson, Levin, Hudson-Harmon

3) UPDATES, SECRETARY TO THE BOARD

INFORMATION

Director Appleyard presented to the Board the most recent staffing report presented to City Council in November, 2019.

4) CONSENT CALENDAR:**ACTION**

- a) Approval of Provisional Appointment
 - Oakland Fire Department (1)
- b) Approval of Employee Requests for Leave of Absence
 - Oakland Public Library
- c) Approval of Revised Classification Specification
 - Planner III, Historic Preservation

44959 A motion was made by Board Member Williams and seconded by Board Member Martinez to approve the Consent Calendar: Provisional Appointments, Employee Requests for Leave of Absence, and Approval of Revised Classification Specifications. The motion passed unanimously.

Votes: Board Member Ayes: 4 – Gourdine, Williams, Baranco, Martinez

Board Member Noes: None

Board Member Abstentions: None

Board Members Absent: Johnson, Levin, Hudson-Harmon

5) OLD BUSINESS:

- a) Approval of November 14, 2019 Civil Service Board Meeting Minutes

ACTION

Due to lack of quorum of members present at the November 2019 meeting, approval of the November 14, 2019 Civil Service Board Meeting Minutes will carry over to the January 2020 meeting.

Board Member Noes: None

Board Member Abstentions: None

Board Members Absent: Johnson, Levin, Hudson-Harmon

- b) Approval of the July 18, 2019 Civil Service Board Meeting Minutes ACTION

Due to lack of quorum of members present at the July 2019 meeting, approval of the July 18, 2019 Civil Service Board Meeting Minutes will carry over to the January 2020 meeting.

Board Member Noes: None

Board Member Abstentions: None

Board Members Absent: Johnson, Levin, Hudson-Harmon

- c) Determination of Schedule of Outstanding Board Items ACTION

Denise Eaton-May, Esq. and Deputy City Attorney Caryl Casden spoke regarding Appeal OFD-2019-AP02. The parties have agreed to delay the appeal scheduled for this meeting and to request the Board allow the appeal to be heard by a mutually agreed upon Hearing Officer. The parties have secured dates for the Hearing Officer in February, 2020.

44960 A motion was made by Board Member Martinez and seconded by Board Member Williams to receive the Schedule of Outstanding Items, accept the request to postpone Appeal OFD-2019-AP02, and to assign Appeal OFD-2019-AP02 to a hearing officer. The motion passed unanimously.

Votes: Board Member Ayes: 4 – Gourdine, Williams, Baranco, Martinez

Board Member Noes: None

Board Member Abstentions: None

Board Members Absent: Johnson, Levin, Hudson-Harmon

- d) Informational Report on the Status of Temporary Assignments for Temporary Contract Service Employees (TCSEs) and Exempt Limited Duration Employees (ELDEs) Including a Report of the Names, Hire Dates, and Departments of all ELDE's and TCSEs in Accordance with the Memorandum of Understanding Between the City and Local 21 INFORMATION

Report received and filed.

- e) Update on Common Class Study – Draft Koff & Associates Report INFORMATION
Regarding General, Administrative, Clerical, and Office Occupational
Grouping

There was one speaker on this item. Local 21 Chapter Vice President
Jennifer Foster.

Report received and filed.

6) NEW BUSINESS:

- a) Approval of New Classification Specification for Fire Inspection ACTION
Supervisor

**44961 A motion was made by Board Member Williams and seconded by
Board Member Baranco to approve the new Classification
Specification for Fire Inspection Supervisor. The motion passed
unanimously.**

Votes: Board Member Ayes: 4 – Gourdine, Williams, Baranco, Martinez

Board Member Noes: None

Board Member Abstentions: None

Board Members Absent: Johnson, Levin, Hudson-Harmon

- b) Approval of New Classification Specification for Chief of Fire, ACTION
Assistant

**44962 A motion was made by Board Member Williams and seconded by
Board Member Martinez to approve the new Classification
Specification for Chief of Fire, Assistant. The motion passed
unanimously.**

Votes: Board Member Ayes: 4 – Gourdine, Williams, Baranco, Martinez

Board Member Noes: None

Board Member Abstentions: None

Board Members Absent: Johnson, Levin, Hudson-Harmon

- c) Approval of New Classification Specification for Capital ACTION
Improvement Coordinator, Assistant

44963 A motion was made by Board Member Martinez and seconded by Board Member Williams to approve the new Classification Specification for Capital Improvement Coordinator, Assistant. The motion passed unanimously.

Votes: Board Member Ayes: 4 – Gourdine, Williams, Baranco, Martinez

Board Member Noes: None

Board Member Abstentions: None

Board Members Absent: Johnson, Levin, Hudson-Harmon

d) Approval of New Classification Specification for Ethics Analyst III

ACTION

44964 A motion was made by Board Member Williams and seconded by Board Member Baranco to approve the new Classification Specification for Ethics Analyst III. The motion passed unanimously.

Votes: Board Member Ayes: 4 – Gourdine, Williams, Baranco, Martinez

Board Member Noes: None

Board Member Abstentions: None

Board Members Absent: Johnson, Levin, Hudson-Harmon

7) ADJOURNMENT

NOTE: The Civil Service Board meets on the 3rd Thursday of each month. The next meeting is scheduled to be held on Thursday, January 16, 2020. All materials related to agenda items must be submitted by Thursday, January 2, 2020. For any materials over 100 pages, please also submit an electronic copy of all materials.

Submit items via email or U.S. Mail to:

City of Oakland - Civil Service Board
150 Frank H. Ogawa Plaza, 2nd floor
Oakland, CA 94612
civilservice@oaklandca.gov



Do you need an ASL, Cantonese, Mandarin or Spanish interpreter or other assistance to participate? Please email civilservice@oaklandca.gov or call (510) 238-3112 or (510) 238-3254 for TDD/TTY five days in advance.

¿Necesita un intérprete en español, cantonés o mandarín, u otra ayuda para participar? Por favor envíe un correo electrónico civilservice@oaklandca.gov o llame al (510) 238-3112 o al (510) 238-3254 Para TDD/TTY por lo menos cinco días antes de la reunión. Gracias.

你需要手語, 西班牙語, 粵語或國語翻譯服務嗎? 請在會議前五個工作天電郵 civilservice@oaklandca.gov

或致電 (510) 238-3112 或 (510) 238-3254 TDD/TTY



CIVIL SERVICE BOARD MEETING MINUTES - DRAFT

Date: July 18, 2019

OPEN SESSION 5:30 p.m.

City Hall, One Frank H. Ogawa Plaza, Hearing Room 1

BOARD MEMBERS: Chair, Andrea Gourdine; Vice Chair, Christopher Johnson (arrived 5:38); Lauren Baranco (Absent); Yvonne Hudson-Harmon (Absent); Brooke Levin; Carmen Martinez; Beverly A. Williams (Absent)

STAFF TO THE BOARD: Ian Appleyard, HRM Director/Secretary to the Board (Absent)
Greg Preece, HRM Manager/Staff to the Board
Tabitha Pulliam, HRM Technician/Staff to the Board
Michelle Meyers, Senior Deputy City Attorney

OPEN SESSION AGENDA

ROLL CALL

1) OPEN FORUM:

No speakers

2) UPDATES, SECRETARY TO THE BOARD:

General Recruitment and Classification Updates presented by Greg Preece, HRM Manager.

3) APPROVAL OF THE JULY 18 2019 CIVIL SERVICE BOARD MEETING AGENDA:

44940 A motion was made by Vice Chair Johnson and seconded by Board Member Martinez to approve the July 18, 2019 Civil Service Board Meeting Agenda. The motion passed unanimously.

Votes: Board Member Ayes: 4 – Gourdine, Johnson, Levin, Martinez

Board Member Noes: None

Board Member Abstentions: None

Board Members Absent: Baranco, Hudson-Harmon, Williams

4) CONSENT CALENDAR:

a) Approval of Employee Requests for Leave of Absence

- Library
- Oakland Police Department

44941 A motion was made by Vice Chair Johnson and seconded by Board Member Martinez to approve the Consent Calendar: Employee Requests for Leave of Absence. The motion passed unanimously.

Votes: Board Member Ayes: 4 – Gourdine, Johnson, Levin, Martinez

Board Member Noes: None

Board Member Abstentions: None

Board Members Absent: Baranco, Hudson-Harmon, Williams

5) OLD BUSINESS:

a) Approval of June 20, 2019 Civil Service Board Meeting Minutes

44942 A motion was made by Chair Gourdine and seconded by Vice Chair Johnson to approve the June 20, 2019 Civil Service Board Meeting Minutes. With two ayes and two abstentions, the motion did not pass and will carry over to the August meeting.

Votes: Board Member Ayes: 2 – Gourdine, Johnson

Board Member Noes: None

Board Member Abstentions: Levin, Martinez

Board Members Absent: Baranco, Hudson-Harmon, Williams

b) Determination of Schedule of Outstanding Board Items

Report received and filed

c) Informational Report on the Status of Temporary Assignments for Temporary Contract Service Employees (TCSEs) and Exempt Limited Duration Employees (ELDEs) Including a Report of the Names, Hire Dates, and Departments of all ELDEs and TCSEs in Accordance with the Memorandum of Understanding Between the City and Local 21

Report received and filed

d) Update on Common Classification Study

Oral report, presented by Greg Preece, received

6) NEW BUSINESS:

a) Approval of New Classification Specification for Buyer, Senior

44943 A motion was made by Board Member Levin and seconded by Vice Chair Johnson to approve the New Classification Specification for Buyer, Senior. The motion passed unanimously.

Votes: Board Member Ayes: 4 – Gourdine, Johnson, Levin, Martinez

Board Member Noes: None

Board Member Abstentions: None

Board Members Absent: Baranco, Hudson-Harmon, Williams

b) Quarterly Report per Section 3.04 of the Personnel Manual of the Civil Service Board (“Civil Service Rules”) Providing Status of all Classification Specifications Revisions Currently Under Review

Report received and filed

(7 ADJOURNMENT 6:20 p.m.)

NOTE: The Civil Service Board meets on the 3rd Thursday of each month. The next meeting is scheduled to be held on Thursday, August 15, 2019. All materials related to agenda items must be submitted by Thursday, August 1, 2019. For any materials over 100 pages, please also submit an electronic copy of all materials.

Submit items via email or U.S. Mail to:

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**CIVIL SERVICE BOARD
APPEALS & HEARINGS CALENDAR
PENDING LIST – JANUARY 16, 2020**

1. OPEN

Case Number	Classification	Dept.	Action Pending	Hearing Date	Notes/Next Steps
OFD-2019-AP02	Firefighter/ Paramedic	Oakland Fire Department	6.06 – Appeal of Probationary Release	December 19, 2019*	*Matter has been referred to outside hearing officer.
OPL-2019-001	Library Aide, PPT	Oakland Public Library	6.06 – Appeal of Probationary Release	February 20, 2020	
PORT-2020-001	Port Maintenance Leader	Port of Oakland	6.06 – Appeal of Probationary Release	February 20, 2020	

2. OTHER PENDING ITEMS

Date Requested	Subject	Report From	Date Due

3. CLOSED

Case Number	Classification	Dept.	Action Pending	Date Received	Notes

4. UNDER REVIEW

Case Number	Classification	Dept.	Action Pending	Action Date	Notes



STAFF REPORT

DATE: January 16, 2020

TO: THE HONORABLE CIVIL SERVICE BOARD

FROM: Greg Preece, Human Resources Manager & Staff to the Board

THROUGH: Ian Appleyard, Human Resources Director & Secretary to the Board

SUBJECT: TEMPORARY EMPLOYEES – Informational Report on the Status of Temporary Assignments for Temporary Contract Service Employees (TCSEs) and Exempt Limited Duration Employees (ELDEs) Including a Report of the Names, Hire Dates, and Departments of All ELDEs and TCSEs in Accordance with the Memorandum of Understanding Between the City and Local 21

SUMMARY

Staff has prepared this report to provide the Civil Service Board with an update on compliance with the Civil Service Rules related to temporary employees since the last report at the December 19, 2019 meeting. This report focuses on temporary employees in the categories of Exempt Limited Duration Employees (ELDEs) and Temporary Contract Service Employees (TCSEs), who are currently employed in the City of Oakland.

As of December 29, 2019, there are a total of ninety-two (92) employees in the TCSE (29), TCSE/Annuitant (35), and ELDE (28) categories. Two (2) assignments were closed, and seven (7) new assignments were added. Of the total, there are zero (0) assignments reported as non-compliant with Rule 5.06.

Reports showing all the temporary assignments discussed in this report are included in a list (*Attachment A*) and a chart of trends (*Attachment B*) attached to this narrative report to provide a snapshot of the overall changes month to month.

BACKGROUND

The use of temporary employees is allowed under Civil Service Rule 5 (Certification and Appointment) in recognition that standard Civil Service employment practices can be cumbersome when a time-sensitive assignment arises or existing resources do not fit a specific need. Pursuant to the Civil Service Rules, Section 5.06 governing temporary assignments, ELDE assignments may not exceed one year and TCSE assignments may not be “ongoing or repetitive.”

STATUS OF NONCOMPLIANT ASSIGNMENTS

Of the ninety-two (92) temporary assignments, we are reporting zero (0) in this period as out of compliance with Rule 5.06.

RECOMMENDATION

Staff recommends that the Civil Service Board accept the monthly report on temporary assignments for Temporary Contract Service Employees (TCSEs) and Exempt Limited Duration Employees (ELDEs).

For questions regarding this report, please contact Human Resources Manager Greg Preece at (510) 238-7334.

Attachments:

- A. TCSE/ELDE Report: For Payroll Reporting December 29, 2019.
- B. TCSE/ELDE Compliance Trend Chart: As of December 29, 2019.

**CIVIL SERVICE BOARD
JANUARY 2020 MONTHLY REPORT OF TCSE/ELDE ASSIGNMENTS**

DEPT	LAST_NAME	FIRST_NAME	ORG	JOB_DATE	TYPE	HOURS	NOTES	STATUS
CLOSED THIS PERIOD (2)								
HOUSING & COMMUNITY DEV.	Campos	Claudette	89969 - Residential Rent Arbitration	12/15/2018	ELDE		Critical temporary support for the Rent Adjustment Program Manager	COMPLIANT
PUBLIC WORKS	Stern	Jennifer	30245 - Watershed & Storm Water Program	12/1/2018	ELDE		Temporary assistance to provide regulatory compliance & critical storm water response services	COMPLIANT
NEW THIS PERIOD (7)								
CITY ADMINISTRATOR	Chambers	Paul	101110 - Office of Chief - Administration	11/30/2019	ELDE		Temporary Project Assistance in Chief/Admin Division	COMPLIANT
DEPT. OF TRANSPORTATION	Saephan	Andrew	35223 - Great Streets Maintenance Asphalt	11/16/2019	TCSE	147.5	Temporary Assistance in Road Pavement Program	COMPLIANT
FINANCE	Trist	Sarah	78232 - Head Start - Central Office Program	12/7/2019	ELDE		Temporary Assistance in Head Start Administration	COMPLIANT
HOUSING & COMMUNITY DEV.	Fa-Kaji	Marguerita	89969 - Residential Rent Arbitration	12/14/2019	ELDE		Temporary Assistance as a Hearing Officer in the Rent Control Board	COMPLIANT
HUMAN SERVICES	Hatcher, Jr.	Lucius	08222 - General Ledger	12/14/2019	TCSE/ Annuitant	25.5	Temporary assistance with special projects and essential functions in Finance Department.	COMPLIANT
PLANNING & BUILDING	Furr	Christina	02491- Oakland Animal Services	12/28/2019	TCSE	0	Temporary Assistance in AOS Shelter Operations.	COMPLIANT
POLICE	Moriarty	William	84454 - Inspections: Neighborhood Preservation	12/28/2019	ELDE		Temporary assistance in the Inspection Division	COMPLIANT
COMPLIANT (85)								
CITY ADMINISTRATOR	Han	Delphina	02491 - Oakland Animal Services	3/9/2019	TCSE	675	Temporary assistance to support the volunteer program in Oakland Animal Services.	COMPLIANT
CITY ADMINISTRATOR	Kennedy	Christopher	02112 - Communications and Media	3/25/2019	ELDE		Temporary assistance in the development and improvement of the City Website, external communications and community outreach.	COMPLIANT
CITY ADMINISTRATOR	King-Bailey	Colin	65111 - Public Ethics Commission	6/17/2019	TCSE	0	Temporary project to assist with creating digital campaign finance, ethics, and lobbyist data tools for Public Ethics Commission	COMPLIANT
CITY ADMINISTRATOR	Gibson	Mercedes	02112 - Communications & Media	5/4/2019	TCSE	5.5	Temporary project to assist in the development of the City's website and community outreach, etc.	COMPLIANT
CITY ADMINISTRATOR	Mufarreh	Chris	02491- Oakland Animal Services	4/23/2018	TCSE/ Annuitant	180	Temporary on-call Manager	COMPLIANT
CITY ADMINISTRATOR	Ruelas	Brenda	2113 - Communications & Media	4/20/2019	TCSE	579.25	Temporary project to assist in the development of the City's website and community outreach, etc.	COMPLIANT
CITY ADMINISTRATOR	Silverman	Eva	02112 - Communications and Media	3/18/2019	TCSE	178	Temporary assistance in the development and improvement of the City Website, external communications and community outreach.	COMPLIANT
CITY ADMINISTRATOR	Woodall-Johnson	Marissa	02491 - Oakland Animal Services	4/6/2019	TCSE	169.5	Temporary relief veterinarian support at the Oakland animal shelter.	COMPLIANT
CITY ADMINISTRATOR	Umapathy	Kiran	02112 - Communications & Media	6/26/2019	TCSE	8.5	Temporary project to assist in the development of the City's website and community outreach, etc.	COMPLIANT
CITY ATTORNEY	Ericsson	Kristin	04111 - City Attorney Administration	1/14/2019	TCSE/ Annuitant	135	Temporary Support for Legal Administrative Assistant out on leave	COMPLIANT
CITY AUDITOR	Edmonds	Michael	07111 - City Auditor Unit	1/12/2019	TCSE/ Annuitant	358.5	Assistant City Auditor; temporary assistance in peer review preparation and training staff	COMPLIANT

**CIVIL SERVICE BOARD
JANUARY 2020 MONTHLY REPORT OF TCSE/ELDE ASSIGNMENTS**

DEPT	LAST_NAME	FIRST_NAME	ORG	JOB_DATE	TYPE	HOURS	NOTES	STATUS
CITY COUNCIL	Lopes	Joyce	00011 - Council Administration Unit	10/4/2016	TCSE/ Annuitant	88.5	Filling in for Council staff out on leave	COMPLIANT
DEPT. OF TRANSPORTATION	Aghamir	Shahram	35219 - Dept of Transportation	10/5/2019	TCSE/ Annuitant	96.5	Temporary project to manage the Highway Bridge Program Projects, Railroad Safety Improvement Project, and Stairs and Paths	COMPLIANT
DEPT. OF TRANSPORTATION	Calabrese	Christine	35232 - Street Lighting Engineer	2/9/2019	TCSE/ Annuitant	305	Temporary assistance to complete AC Transit Bus Rapid Transit project.	COMPLIANT
DEPT. OF TRANSPORTATION	Corona Jr.	Manuel	35214 - Complete Clean Streets	1/26/2019	ELDE		Spec under development for Transportation Planner series; duties not yet fully defined.	COMPLIANT
DEPT. OF TRANSPORTATION	Kattchee	Susan	35241 - Safe Streets Administration	12/15/2018	TCSE/ Annuitant	426.25	Temporary assignment to support and train section leaders, assist with budget planning and implementation for 2019-2021	COMPLIANT
DEPT. OF TRANSPORTATION	Neary	Michael	35211 - Department of Transportation	5/21/2018	TCSE/ Annuitant	187	Temporary assistance to develop, manage and implement the GoPort Program (transportation improvement)	COMPLIANT
ECONOMIC & WORKFORCE DEVELOPMENT	Duhon-Kelley	Coco	85511- Cultural Arts & Marketing	7/13/2019	TCSE	470.5	Temporary assistance to help establish more efficient systems in the grant contracting process.	COMPLIANT
ECONOMIC & WORKFORCE DEVELOPMENT	Kidder	Sarah	85511 - Cultural Arts & Marketing	6/17/2017	TCSE	35	Temporary project support in the Film Office.	COMPLIANT
ECONOMIC & WORKFORCE DEVELOPMENT	Lane	Patrick	85221 - Project Implementation: Staffing	11/2/2019	TCSE/ Annuitant	94.5	Assist with EWD Project Implementation	COMPLIANT
FINANCE	Agaba	Rogers	08411 - Revenue Administration Unit	8/10/2019	TCSE	435	Temporary support to assist with multiple complex departmental projects	COMPLIANT
FINANCE	Austin	Shawnita	08441 - Revenue Collections Unit	4/20/2019	TCSE	597.75	Temporary assistance to maintain operations in the Liens unit during contract negotiations	COMPLIANT
FINANCE	Bhatnagar	Amit	08211 - Accounting Administration Unit	1/8/2018	TCSE	410	Temporary project to develop Oracle Business Intelligence Enterprise Edition and Oracle Business Intelligence Applications.	COMPLIANT
FINANCE	Duperval	Shela	08421 - Revenue Audit Unit	2/13/2019	TCSE	616	Temporary receptionist assistance during high volume tax renewal season	COMPLIANT
FINANCE	Gomez	Jimena	08741- Treasury Payroll	3/11/2019	ELDE		Temporary assistance with special projects and essential functions in the Payroll unit	COMPLIANT
FINANCE	Gonzales	Christopher	08921 - Parking Citation Assistance Center	9/7/2019	ELDE		Temporary assignment to assist with Receptionist duties in the Parking Citations Assistance Center	COMPLIANT
FINANCE	Roberts Jackson	Tanisha	08921 - Parking Citation Assistance Center	7/13/2019	TCSE	585	Urgent temporary assistance processing backlog in the parking citation assistance center	COMPLIANT
FINANCE	Shahzada	Irfan	08411 - Revenue Administration	9/19/2019	ELDE		Temporary critical assistance to maintain operations in the Accounting dept.	COMPLIANT
FINANCE	Smith	Starr	103242 - Parking Citation Assistance Center	1/18/2019	ELDE		Urgent temporary assignment on special projects in support of Public Service Reps	COMPLIANT
FINANCE	Stoker	Barbara	08431 - Business Tax Unit	8/10/2019	TCSE	433	Temporary project to assist with new and on going back loaded division work load	COMPLIANT
FINANCE	Teshome	Theodeross	08441 - Revenue Collections Unit	5/20/2019	ELDE		Temporary assistance to help create a database of leases in preparation for GASB	COMPLIANT
FINANCE	Treglown	Donna	08111 - Finance/Controller	6/18/2018	TCSE/ Annuitant	329.5	Temporary assistance to complete Capital projects and end of year fiscal reconciliations.	COMPLIANT
FINANCE	Woodard	Phyllis	08741 - Treasury/Payroll Unit	9/6/2019	TCSE/ Annuitant	175.5	Temporary project to help train new Senior HR Operations Technicians and assist with advanced level projects	COMPLIANT
FIRE	Hellige	Scott	20813 - Fire Boat	8/12/2019	TCSE/ Annuitant	122	Temporary project to train current staff and possible expand the limited use of the Sea Wolf fire vessel to respond to emergency.	COMPLIANT

**CIVIL SERVICE BOARD
JANUARY 2020 MONTHLY REPORT OF TCSE/ELDE ASSIGNMENTS**

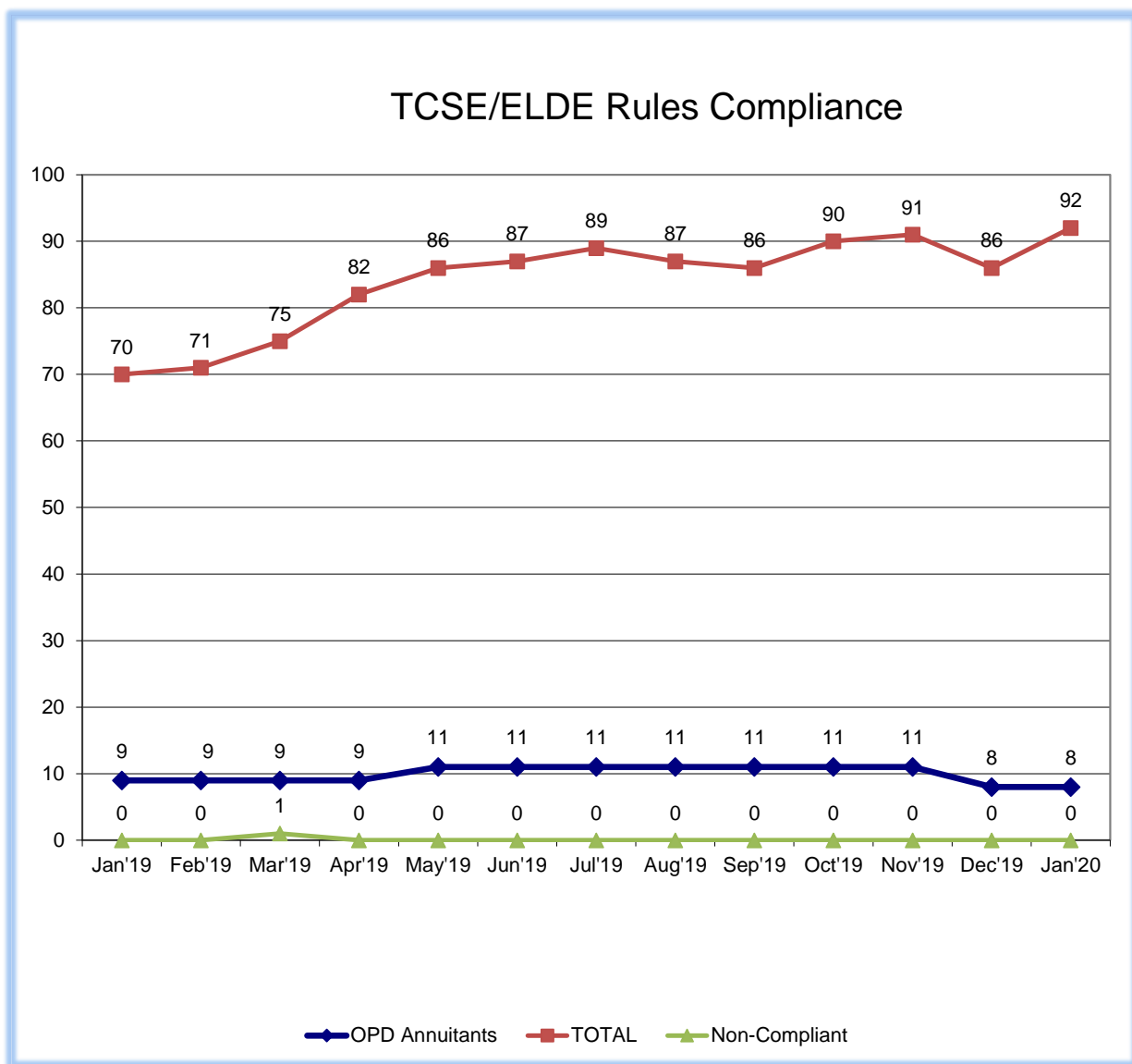
DEPT	LAST_NAME	FIRST_NAME	ORG	JOB_DATE	TYPE	HOURS	NOTES	STATUS
FIRE	Hunt	Michael	20110 - Fire Chief Unit	3/23/2019	ELDE		Temporary assignment to support the department on numerous special projects, including coordination of projects between	COMPLIANT
FIRE	Kozak	Rebecca	20110 - Fire Chief Unit	5/21/2018	TCSE/ Annuitant	147	Temporary assistance developing staff and functions of the Office of the Chief of Fire manual and train Executive Assistant	COMPLIANT
HOUSING & COMMUNITY DEV.	Brady	Ellen	89969 - Residential Rent Arbitration	6/15/2019	ELDE		Critical assistance with the City's Rent Arbitration program.	COMPLIANT
HOUSING & COMMUNITY DEV.	Lothlen	Brittini	89969 - Housing & Community Development	9/10/2019	ELDE		Temporary critical assistance to maintain operations in the Rent Adjustment Program	COMPLIANT
HOUSING & COMMUNITY DEV.	Perez-Pacheco	Guadalupe	89939 - Municipal Lending	5/18/2019	TCSE	627.33	Urgent temporary assistance in the Housing Resource Center	COMPLIANT
HOUSING & COMMUNITY DEV.	Thompson	Norma	89929 - Housing Development	4/17/2019	TCSE/ Annuitant	231.5	Temporary 6 month assignment to help train staff as Housing Development Services Manager	COMPLIANT
HUMAN RESOURCES MGMT.	Li	Wei	05211 - Employment and Classification	8/26/2019	ELDE		Temporary project to integrate the Oracle benefits system.	COMPLIANT
HUMAN RESOURCES MGMT.	Look	Daryl	05211 - Human Resources Management	9/24/2018	TCSE/ Annuitant	287	Temporary staffing to support classification and recruitment needs for city operations	COMPLIANT
HUMAN SERVICES	Breedlove	Jaqueline	75231 - Multipurpose Senior Service Program	2/24/2018	TCSE/ Annuitant	0	Provide training to new Case managers and complete procedural manual for future reference per funder's mandate	COMPLIANT
HUMAN SERVICES	Bouey	Martina	78235 - HS Central Office Administration	7/27/2019	ELDE		Critical support to the Assistant Human Services Director during transitional period	COMPLIANT
HUMAN SERVICES	Decuir	Roslynn	78241 - Year Round Lunch Program Unit	5/23/2016	TCSE	0	PT Food Program Coordinator; intermittent, pending creation of PT class; HRM staff preparing policy, ordinance, amendments to	COMPLIANT
HUMAN SERVICES	Ho	Kathy	78231 - HS Classroom & Seasonal	1/13/2018	TCSE/ Annuitant	249.5	Temporary Assistance as Head Start Substitute Teacher	COMPLIANT
HUMAN SERVICES	Jew	Jeanne	78199 - DHS Fiscal Unit	8/10/2019	TCSE/ Annuitant	315.5	Temporary assistance to help train new hires	COMPLIANT
HUMAN SERVICES	Shelton	Susan	78411 - Community Housing Services	9/11/2017	TCSE/ Annuitant	75	Temporary project: plan, facilitate and update Oakland Homeless Strategy	COMPLIANT
INFORMATION TECHNOLOGY	Geary	Theodore	46111 - Administrative Services	8/3/2019	TCSE	359.5	Temporary project to analyze, design, develop and test software enhancements to	COMPLIANT
INFORMATION TECHNOLOGY	Williams	Mheret	46121 - Reprographic Services	7/8/2019	ELDE		Temporary assignment to assist with critical reprographic projects	COMPLIANT
LIBRARY	Lopez	Jane	61132 - Children's Services/Youth Room	5/4/2019	TCSE/ Annuitant	64	Temporary assignment to help fill staffing gaps at Main Library.	COMPLIANT
LIBRARY	Willhalm	Laurie	61132 - Children Services/Youth Room	4/7/2019	TCSE/ Annuitant	369.5	Temporary assignment to help fill staffing gaps during Library expanded hours (Children's Librarian)	COMPLIANT
PLANNING & BUILDING	Borjon	Agustin	84229 - Zoning	2/27/2017	TCSE/ Annuitant	376	Time-limited project; temp assistance with backlog of permits	COMPLIANT
PLANNING & BUILDING	Lehmer-Chang	Aaron	84111 - Admin: Planning & Building	6/1/2019	ELDE		Temporary project to support the planning, coordinating, implementation and evaluation of external web publications	COMPLIANT
PLANNING & BUILDING	Mason	Melvin	84412 - Admin: Building Inspection	4/6/2019	ELDE		Temporary assistance to process building permit inspections, extensions, and other high priority projects	COMPLIANT
PLANNING & BUILDING	Neri	Kevin	84412 - Admin: Building Inspection	4/6/2019	ELDE		Temporary assistance to process building permit inspections, extensions, and other high priority projects	COMPLIANT
PLANNING & BUILDING	Palmer	Ken	84451 - Inspections: Commercial Building	3/23/2019	TCSE/ Annuitant	216	Temporary assistance with back-log of inspections.	COMPLIANT

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PLANNING & BUILDING	Stanley	Brandon	84412 - Admin: Building Inspection	4/7/2019	ELDE		Temporary assistance to process building permit inspections, extensions, and other high priority projects	COMPLIANT
POLICE	Bazile	Luc	106210 - Police Personnel	1/12/2019	ELDE		Temporary, urgent support as departmental Mail Courier; duties not yet fully defined	COMPLIANT
POLICE	Covington	Donald	106610 - Background & Recruiting	4/23/2018	TCSE/ Annuitant	65	Per MOU Agreement; TCSE/ Annuitant supporting OPD backgrounding.	COMPLIANT
POLICE	Gray	Steve	106610 - Background & Recruiting	7/17/2017	TCSE/ Annuitant	20	Per MOU Agreement; TCSE/ Annuitant supporting OPD backgrounding.	COMPLIANT
POLICE	Hicks	Mark	106610 - Background & Recruiting	9/23/2013	TCSE/ Annuitant	48	Per MOU Agreement; TCSE/ Annuitant supporting OPD backgrounding.	COMPLIANT
POLICE	Johnson	Carmen	106610 - Background & Recruiting	1/18/2014	TCSE/ Annuitant	467.5	Per MOU Agreement; TCSE/ Annuitant supporting OPD backgrounding.	COMPLIANT
POLICE	Lighten	Ronald	106610 - Background & Recruiting	9/23/2013	TCSE/ Annuitant	465	Per MOU Agreement; TCSE/ Annuitant supporting OPD backgrounding.	COMPLIANT
POLICE	Long	Jacqueline	108630 - Ceasefire	12/31/2018	ELDE		Temporary assistance to complete the OPD Ceasefire Unit Project	COMPLIANT
POLICE	Mestas	Alfred	100610 - Background & Recruiting	1/27/2018	TCSE/ Annuitant	0	Per MOU Agreement; TCSE/ Annuitant supporting OPD backgrounding.	COMPLIANT
POLICE	Pressnell	Edward	100610 - Background & Recruiting	9/23/2013	TCSE/ Annuitant	303.5	Per MOU Agreement; TCSE/ Annuitant supporting OPD backgrounding.	COMPLIANT
POLICE	Quintero	Joseph	106610 - Background & Recruiting	10/12/2013	TCSE/ Annuitant	0	Per MOU Agreement; TCSE/ Annuitant supporting OPD backgrounding.	COMPLIANT
PUBLIC WORKS	Casilang	Chris	30541 - Equipment Services Administration	4/20/2019	TCSE	607.5	Temporary assistance with excess work load in the Heavy Equipment shop.	COMPLIANT
PUBLIC WORKS	Chambers	Jason	30541 - Equipment Services	9/21/2019	TCSE	80	Temporary assistance to repair essential vehicles utilized for emergency services by the Police, Fire and Public Works depts.	COMPLIANT
PUBLIC WORKS	Chavez	Humberto	30542 - Equipment Services	9/10/2019	TCSE	114.5	Temporary assistance to repair essential vehicles utilized for emergency services by the Police, Fire and Public Works depts.	COMPLIANT
PUBLIC WORKS	Clark	Brazile	30683 - Environmental Services - Environment Remediation	3/9/2019	ELDE		Temporary assignment to the "Environmental Stewardship Team" to help administer Earth Day, Creek To Bay and MILD Days of	COMPLIANT
PUBLIC WORKS	Hernandez	Raul	30244 - Sanitary Sewer Design	3/25/2019	ELDE		Temporary assignment to assist with the City's Private Sewer Lateral (PSL) program.	COMPLIANT
PUBLIC WORKS	Jones	Sabrina	30131 - Public Works Administration	5/18/2019	ELDE		Temporary project to manage Oakland 311Call center transition to a shared-service model and manage requests from outside agencies.	COMPLIANT
PUBLIC WORKS	Kelly	Kara	30241 - Engineering Design	9/7/2019	TCSE	196	Temporary assistance to help administer the Watershed and Stormwater Management programs.	COMPLIANT
PUBLIC WORKS	Kuvetakis	Joseph	30541 - Equipment Services Division	1/2/2019	TCSE/ Annuitant	514	Temporary assistance with maintenance and repairs of specialized vehicles in the Heavy Equipment Shop.	COMPLIANT
PUBLIC WORKS	Lai	Jimmy	30541 - Equipment Services	9/21/2019	TCSE	240	Temporary assistance to repair essential vehicles utilized for emergency services by the Police, Fire and Public Works depts.	COMPLIANT
PUBLIC WORKS	Lew	Mi Kyung	30234 - Facilities Planning & Development	2/23/2019	ELDE		Temporary support with delay or services and assist with back-log of important projects	COMPLIANT
PUBLIC WORKS	Nguyen	Hoang	30542 - Equipment Services	9/22/2019	TCSE	240	Temporary assistance to repair essential vehicles utilized for emergency services by the Police, Fire and Public Works depts.	COMPLIANT
PUBLIC WORKS	Pierce	Brittany	30551 - Facilities Administration	10/5/2019	TCSE	150	Temporary appointment to assist with backlogged, complex clerical and admin support duties.	COMPLIANT
PUBLIC WORKS	Pschirrer	Kelly	30533 - Sewer System Maintenance	3/9/2019	ELDE		Special project in the planning and execution of the "Public Works University" - duties not yet fully defined.	COMPLIANT

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PUBLIC WORKS	Rodgers	Bobbie	30112 - Public Works Administration	5/18/2019	TCSE	606	Temporary special projects to support the expansion of the Oakland 311 Call Center	COMPLIANT
PUBLIC WORKS	Smith	Ayana	30541 - Equipment Services Administration	3/23/2019	TCSE	610.5	Temporary assignment to assist in the specialized Equipment Services Unit	COMPLIANT
PUBLIC WORKS	Vargas	Abel	30542 - Equipment Services	7/1/2019	TCSE/ Annuitant	312	Temporary assistance to repair essential vehicles utilized for emergency services by the Police, Fire and Public Works depts.	COMPLIANT
PUBLIC WORKS	Weed	Jonelyn	30111 - Director & Human Resources Unit	12/16/2017	TCSE/ Annuitant	101.5	Temporary support to help develop and facilitate Department Strategic Action Plan	COMPLIANT
Non-Compliant (0)								





MEMORANDUM

DATE: January 16, 2020

TO: The Honorable Civil Service Board

FROM: Jaime Pritchett
Principal Human Resource Analyst

THROUGH: Greg Preece, Human Resources Manager, Recruitment & Classification

THROUGH: Ian Appleyard, Director of Human Resources Management
Secretary to the Board

SUBJECT: Approval of New Classification Specification for Veterinary Assistant

Based upon a classification review at the request of Oakland Animal Services (OAS), staff has proposed the creation of a new **Veterinary Assistant** classification.

OAS has experienced significant recruitment and retention issues in recent years. Various approaches have been considered to help address these challenges, and the current approach involves creating a new classification. Specifically, there is no existing classification to bridge the divide between the Animal Care Attendant and Registered Veterinary Technician classifications. This proposal to add a new Veterinary Assistant position is expected to improve service delivery and create a new avenue for entry into animal services support work. Incumbents will not be required to be licensed as a Registered Veterinary Technician, which is can be a costly license to obtain.

A summary of the duties expected to be performed by the new classification is provided below:

The Veterinary Assistant assists the Veterinarian and Registered Veterinary Technicians (RVT) with: providing medical care and treatment to the animals; monitoring the general health of the animal population; administering emergency first aid treatment; assisting with surgery, medical examinations/treatment, and follow-up care to animals in need; and keeping the shelter's veterinary areas clean and sanitary as needed.

OAS intends to add one position in the near future, pending budget approval. The new job description will be used for the upcoming recruitment process.

The Service Employees International Union (SEIU, Local 1021) was notified of the proposal to create this new classification. Monthly meetings scheduled for October and November 2019 were canceled by Local 1021. City and union representatives were able to discuss the item at a meeting on December 18, 2019. In an email dated January 7, 2020, the union conveyed that there are no concerns regarding the proposed new classification.

The salary ordinance amendment to add the new classification will be routed through City Council for approval at a later date. It is estimated to go before the Finance and Management Committee in February 2020 with two readings by City Council to follow.

CIVIL SERVICE BOARD

Subject: Veterinary Assistant – Proposed New Classification Specification Approval

Date: January 16, 2020

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Additionally, the Port does not operate animal services programs. Therefore, classifications specifically designed in support of animal services programs have no corresponding classifications at the Port.

Staff recommends that the Civil Service Board approve the new classification specification of **Veterinary Assistant** as proposed.

Attachment: Proposed new Veterinary Assistant classification specification.



VETERINARY ASSISTANT

2019-12-18
w/1021 edits

Class Code: XXXXX FTE

Civil Service Classified

DEFINITION

Under general supervision in the Oakland Animal Services Department, assists the Veterinarian and Registered Veterinary Technicians (RVT) with: providing medical care and treatment to the animals; monitoring the general health of the animal population; administering emergency first aid treatment; assisting with surgery, medical examinations/treatment, and follow-up care to animals in need; and keeping the shelter's veterinary areas clean and sanitary as needed; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is an entry-level technical classification which provides examination, medical care and treatment to all impounded animals housed at the shelter. This classification is distinguished from the higher-level Registered Veterinary Technician (RVT) in that the incumbent of the latter must possess an RVT license in the State of California to practice. It is further distinguished from the lower-level Animal Care Attendant in that the latter is responsible for the care and daily feeding of animals.

The incumbent receives general supervision from the Veterinarian and may provide training to Animal Care Attendants.

EXAMPLES OF DUTIES – *Duties may include, but are not limited to the following:*

Monitor the health of all animals; follow up on health observation report by staff and volunteers, advise the Veterinarian regarding animals that need further medical care.

Ensure that all shelter animals are medicated following the strict instructions and treatments are documented accurately, as assigned.

Assist with maintaining inventory of all medications, vaccines, medical supplies; reorder supplies as necessary.

May assist with the euthanasia of animals; may perform euthanasia once certified.

Ensure all animals in adoption are properly vaccinated and receive their pre-adoption examination, as applicable.

Assist Veterinarian with surgery and/or procedures; prepare autoclave and surgery packs.

Follow-up on all animals sent for emergency medical treatment.

Schedule animals for off-site spay/neuter and other procedures and ensure follow-up care instructions are communicated to staff for animals returning from off-site clinics.

Ensure surgery suite and veterinary exam rooms are clean and organized.

Assist in the identification of possible disease outbreaks using applicable diagnostic testing and work with the veterinarian and other staff to take appropriate preventive action.

Assist with the coordination of all veterinary care of foster animals.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Veterinary medicine and disease.
- Medical treatment for a wide range of animals including domestic, livestock, wildlife, and under aged animals.
- Safe work practices.

Ability to:

- Care for domestic and wild animals.
- Physically handle and examine a wide range of animals including aggressive, wild, and under aged animals.
- Learn laws and ordinances pertaining to animal care.
- Follow oral and written instructions.
- Communicate effectively orally and in writing.
- Communicate effectively with individuals from diverse backgrounds.
- Train staff and citizens on the proper care of animal.
- Work in an environment with exposure to infectious animal diseases, animal waste, animal bite, aggressive animals, allergens and various industrial cleaning and disinfecting chemical.
- Assist with the euthanasia of animals.
- Work nights, weekends, holidays, and on-call schedules.
- Lift up to 50 pounds.

MINIMUM QUALIFICATIONS

Any combination of education and experience that is equivalent to the following minimum qualifications may be acceptable.

Education:

High school diploma or equivalent.

Experience:

One (1) year of experience working in an animal shelter, clinic, hospital, veterinary practice or kennel under the supervision of a licensed veterinarian. Experience as a volunteer in an animal related industry is highly desirable.

LICENSE OR CERTIFICATE

Successful incumbents in this position are expected to operate automotive vehicles in the performance of assigned duties. Due to the nature of the assignment and the hours worked, public transportation may not be a cost effective or efficient method for traveling to the various locations required. Individuals who are appointed to this position will be required to maintain a valid

California Driver's License throughout the tenure of employment OR demonstrate the ability to travel to various locations in a timely manner as required in the performance of duties.

OTHER REQUIREMENTS

Must be twenty-one (21) years of age or older.

May be required to participate in criminal prosecution which may include testifying in court.

Must successfully complete an eight-hour course in euthanasia within one year of employment.

It is strongly recommended that incumbents in this classification receive all appropriate inoculations and vaccinations.

DEPT. OF HUMAN RESOURCES MANAGEMENT USE ONLY

Established:	/ /	CSB Resolution #:	Salary Ordinance #:
Exempted:	Y <input type="checkbox"/> N <input type="checkbox"/>	Exemption Resolution #:	
Revision Date:	/ /	CSB Resolution #:	
Re-titled Date:	/ /	CSB Resolution #:	Salary Ordinance #:
(Previous title(s):)			

United States®
Census
2020



CITY OF OAKLAND



#OaklandCounts

Census Overview

- Every 10 years, U.S. Census Bureau counts every person living in the country.
- Determines the number of seats in the U.S. House of Representatives.
- Used for congressional, state and local redistricting.
- Population data is used to allocate billions in federal funding.
- Key data set for research and planning purposes.

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What's new with the 2020 Census?

- First primarily digital Census.
- All addresses will receive a letter in March inviting them to complete the Census online.
- Shorter survey ([link](#)).
 - 9 questions for primary person.
 - 7 questions each for all other members of the household.
 - No citizenship question on the Census.

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March 12, 2020

A Message from the Director, U.S. Census Bureau

Dear Resident:

This is your invitation to respond to the **2020 Census**. We need your help to count everyone in the United States by providing basic information about all adults, children, and babies living or staying at this address.

Results from the 2020 Census will be used to:

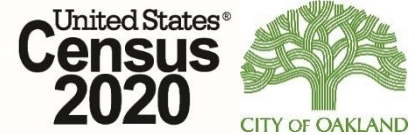
- Direct billions of dollars in federal funds to local communities for schools, roads, and other public services.
- Help your community prepare to meet transportation and emergency readiness needs.
- Determine the number of seats each state has in the U.S. House of Representatives and your political representation at all levels of government.

Respond by April 1st at:
XXXX.XXXX.gov

Your Census ID is:

The Census Bureau is using the internet to securely collect your information. Responding online helps us conserve natural resources, save taxpayer money, and process data more efficiently. If you are unable to complete your 2020 Census questionnaire online, we will send you a questionnaire in a few weeks for you to complete and mail back.

The census is so important that your response is required by law, and your answers are completely confidential. If you do not respond, we will need to send a Census Bureau interviewer to your home to collect your answers in person. If you need help completing your 2020 questionnaire, please call toll-free 1-844-330-2020.

A screenshot of the official 2020 Census website's login page. The header includes the "United States Census 2020" logo and navigation links for "FAQ" and "INSTRUCTIONS". A progress bar shows four steps: "Address Verification" (active), "Household Questions", "Demographic Questions", and "Final Questions". The main content area has a heading "You will need the materials we mailed to you or left at your door. All the information that you provide will remain confidential." Below this, a box titled "Where can I find my 12-digit Census ID?" lists four bullet points with links: "In the LETTER, click here.", "On the front of the QUESTIONNAIRE, click here.", "Below the barcode on the POSTCARD, click here.", and "On the NOTICE of VISIT, click here." To the right, a "Please Log In" section prompts the user to "Please enter the 12-digit Census ID found in the materials we mailed to you or left at your door." It features three input fields separated by dashes, a "Login" button, and a link: "If you do not have a Census ID, click here." At the bottom, a horizontal bar lists 14 language options: ENGLISH, ESPAÑOL, 中文(简体), TIẾNG VIỆT, 한국어, РУССКИЙ, العربية, TAGALOG, POLSKIE, FRANÇAIS, KREYÖL AYISYEN, PORTUGUÊS, and 日本語.

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2020 Census Challenges

- Lack of digital access.
- Language accessibility.
 - Online and phone response options only available in 13 languages.
 - Form response only available in English and Spanish.
- Distrust in government.
- Oakland is one of the hardest-to-count cities in the country.

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Oakland Hard-to-Count Facts

- 57% of population lives in hard-to-count Census tracts.
- Oakland's leading hard-to-count characteristics include:
 - Crowded units
 - Renter-occupied units
 - Multiple families living at the same residence
 - People living below poverty level
 - Substantial unhoused population
 - Limited-English speaking households

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Oakland City

California Hard-to-Count Index by Census Tract

1 - 16

16 - 30

30 - 47

47 - 70

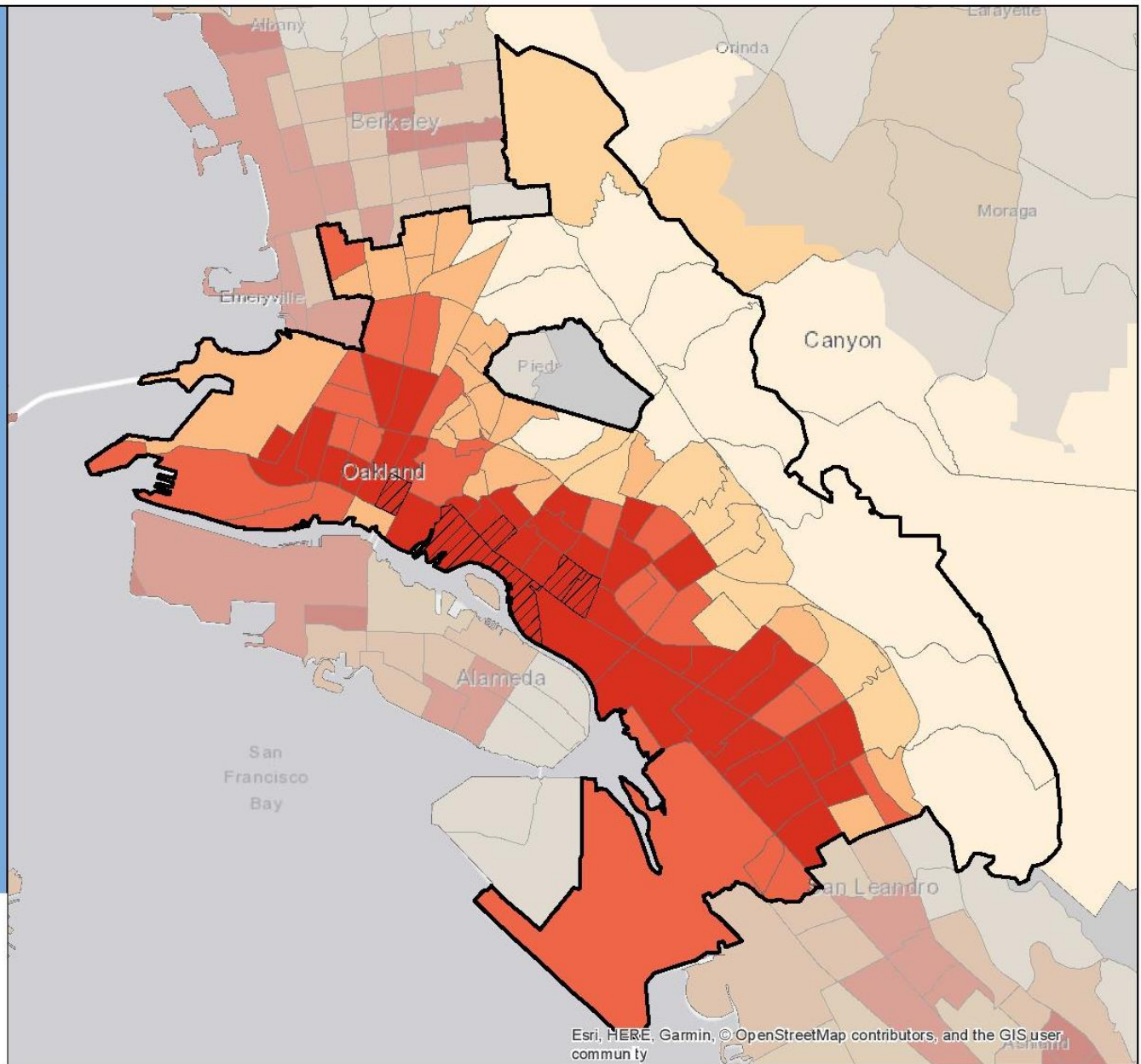
70 - 136

Tracts with
highest
indexes

CA-HTC
Index is 0



0 0.5 1 2 Miles



What is asked on the Census?

- How many people live at the address?
- Is the home rented or owned?
- What is your telephone number?
- First and last name of all people living at home.
- Sex of each person.
- Age of each person.

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What is asked on the Census? (cont'd)

- Are you of Hispanic, Latino or Spanish origin?
- What is your race?
- How are you related to the primary person?

Start here OR go online at [\[url removed\]](#) to complete your 2020 Census questionnaire.
Use a blue or black pen.

Before you answer Question 1, count the people living in this house, apartment, or mobile home using our guidelines.

- Count all people, including babies, who live and sleep here most of the time.
- If no one lives and sleeps at this address most of the time, go online at [\[url removed\]](#) or call the number on page 8.

The census must also include people without a permanent place to live, so:

- If someone who does not have a permanent place to live is staying here on April 1, 2020, count that person.

The Census Bureau also conducts counts in institutions and other places, so:

- Do not count anyone living away from here, either at college or in the Armed Forces.
- Do not count anyone in a nursing home, jail, prison, detention facility, etc., on April 1, 2020.
- Leave these people off your questionnaire, even if they will return to live here after they leave college, the nursing home, the military jail, etc. Otherwise, they may be counted twice.

1. How many people were living or staying in this house, apartment, or mobile home on April 1, 2020?

Number of people =

2. Were there any additional people staying here on April 1, 2020 that you did not include in Question 1?
Mark ☒ all that apply:

- ☐ Children, related or unrelated, such as newborn babies, grandchildren, or foster children
- ☐ Relatives, such as adult children, cousins, or in-laws
- ☐ Nonrelatives, such as roommates or live-in babysitters
- ☐ People staying here temporarily
- ☐ No additional people

3. Is this house, apartment, or mobile home — Mark ☐ ONE box.

- ☐ Owned by you or someone in this household with a mortgage or loan? Include home equity loans.
- ☐ Owned by you or someone in this household free and clear (without a mortgage or loan)?
- ☐ Rented?
- ☐ Occupied without payment of rent?

4. What is your telephone number?
We will only contact you if needed for official Census Bureau business.

Telephone Number - -

Person 1

5. Please provide information for each person living here. If there is someone living here who pays the rent or owns this residence, start by listing him or her as Person 1. If the owner or the person who pays the rent does not live here, start by listing any adult living here as Person 1.

What is Person 1's name? Print name below.

First Name MI

Last Name(s)

6. What is Person 1's sex? Mark ☐ ONE box.

☐ Male ☐ Female

7. What is Person 1's age and what is Person 1's date of birth? For babies less than 1 year old, do not write the age in months. Write 0 as the age.

Age on April 1, 2020 years

Print numbers in boxes. Month Day Year of birth

9. What is Person 1's race?
Mark ☒ one or more boxes AND print origins.

☐ White — Print, for example, German, Irish, English, Italian, Lebanese, Egyptian, etc.

☐ Black or African Am. — Print, for example, African American, Jamaican, Haitian, Nigerian, Ethiopian, Somali, etc.

☐ American Indian or Alaska Native — Print name of enrolled or principal tribe(s), for example, Navajo/Nativity Blackfoot Tribe, Mayan, Aztec, Native Village of Barrow, Inupiat Traditional Government, Nome Eskimo Community, etc.

☐ Chinese ☐ Vietnamese ☐ Native Hawaiian

☐ Filipino ☐ Korean ☐ Samoan

☐ Asian Indian ☐ Japanese ☐ Chamorro

☐ Other Asian — Print, for example, Pakistani, Cambodian, Hmong, etc.

☐ Other Pacific Islander — Print, for example, Tongan, Fijian, Marshalese, etc.

→ NOTE: Please answer BOTH Question 8 about Hispanic

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How do I respond?

ONLINE



PHONE



FORM



- Paper form only available during non-response follow up period beginning in May 2020.

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Language Accessibility

- Online and phone responses available in 13 languages: English, Spanish, Chinese, Vietnamese, Korean, Russian, Arabic, Tagalog, Polish, French, Haitian Creole, Portuguese, and Japanese.
- Paper Census surveys will only be available in English and Spanish.
- Print and video language guides will be available in 59 non-English languages.

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Is it safe to complete the Census?

- Yes! Private information is confidential and protected under Title 13 of the U.S. Code.
- Census responses cannot be used against you by any government agency including law enforcement.
- Census responses cannot be used to determine your eligibility for benefits.

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Key Dates

Dates	Activity
Now – March 2020	Awareness stage
Early March	Invitations mailed to all addresses
March 12 th – May 1 st	Self response period open
April 1 st	Census Day
May – July	Non-response follow up period
July 31 st	Final day to submit Census form

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How can you help?

- Pledge to complete the Census.
- Signup as a County Census Ambassador.
 - www.acgov.org/census2020
- Encourage family, friends, co-workers and neighbors to complete the Census before April 1, 2020.
- Post and share Census information on social media using #OaklandCounts

#OaklandCounts

Additional Resources

- www.californiacensus.org
- www.oaklandca.gov/census

text **COUNT** to **510-800-5868**

#OaklandCounts



MEMORANDUM

DATE: January 16, 2020

TO: The Honorable Civil Service Board

FROM: Jaime Pritchett
Principal Human Resource Analyst

THROUGH: Greg Preece, Human Resources Manager, Recruitment & Classification

THROUGH: Ian Appleyard, Director of Human Resources Management
Secretary to the Board

SUBJECT: Approval of Revised Classification Specifications for Human Resource Clerk and Human Resource Technician

Based upon a classification review at the request of the Human Resources Management (HRM) Department, staff has proposed revisions to the **Human Resource Clerk** and **Human Resource Technician** classification specifications. The classification specification for Human Resource Clerk was established in June 1995. The classification specification for Human Resource Technician was established in June 1995 and revised in February 2013.

HRM has been experiencing significant turnover in the paraprofessional HR classifications, largely due to internal promotions within HRM or to other City departments. The primary reason for revising the classification specifications involves the desire to make them eligible for flexible staffing, which is a City policy that allows incumbents to advance from the entry level to journey level classification in a series without a civil service examination process. Flexible staffing is not mandatory or guaranteed; rather, it is a tool available to departments to “grow their own” in a tight labor market as long as certain eligibility criteria are met, the incumbent meets the minimum qualifications for the higher-level position, and the department head approves of the transition.

The Human Resource Clerk description is being overhauled. However, all additions and modifications are reflective of current duties and performance expectations. The most significant change affects the Minimum Qualifications section; the required experience is being reduced from two years to one year. Further, the description now reflects the occasional need to work nights or weekends in support of examinations, board meetings, and outreach activities such as job fairs as indicated in the Other Requirements section. Lastly, the Flexible Staffing language is being added.

The Human Resource Technician description is being refined as it was overhauled nearly seven years ago. All additions and modifications are reflective of current duties and performance expectations. The most significant change affects the Minimum Qualifications section; the required experience is being reduced from three years to two years. Further, the description now reflects the occasional need to work nights or weekends in support of examinations, board meetings, and outreach activities such as job fairs as indicated in the Other Requirements section. Lastly, the Flexible Staffing language is being added.

In the Human Resource Clerk classification, there is one incumbent along with two vacancies. In the Human Resource Technician classification, there are four incumbents along with two vacancies. HRM is utilizing a recently established eligible list to fill these vacancies and has

CIVIL SERVICE BOARD

Subject: Human Resource Clerk and Human Resource Technician Classification Specifications

Date: January 16, 2020

Page 2

extended several job offers. The approved classification specifications will be used to initiate future recruitment and selection processes.

The International Federation of Professional and Technical Engineers (IFPTE, Local 21) was notified of the proposed classification specification revisions in August 2019. City and union representatives discussed the proposed revisions at monthly meetings through December 2019 in response to a variety of member concerns. One email exchange took place in late August between the City and union to provide written responses to member concerns. A meeting was tentatively scheduled for December 6, 2019 so that the incumbents could meet with City and union staff to explore their concerns but it was canceled by the union (members declined to attend). The City made several attempts to meet formally and/or informally but the incumbents did not utilize those opportunities.

The City proposed two specific modifications that were mutually agreed to by the union: change the language to refer to these classifications as being part of the Human Resources “paraprofessional” series instead of “support” series, and remove the word “training” such that relief coverage would only involve orienting staff to forms, processes, procedures, and systems instead of training staff. This demonstrated movement as both parties participated in good faith bargaining. One other concern was dispensed with when members confirmed that the night and weekend work requirements were usually on a volunteer basis and not excessive in nature.

Other preferences could not be granted. There was a desire by the incumbents to be able to flex into the professional Human Resource Analyst series but that was rejected because it is not consistent with the Flexible Staffing policy; rather, the entry level Assistant Human Resource Analyst is eligible to flex into the journey level Human Resource Analyst. At one point incumbents suggested that the Senior Human Resource Technician should be responsible for training all new Human Resource Clerks and Human Resource Technicians but that is not the reporting structure in the department; there is a reasonable expectation that all levels of existing staff should be able to help orient new staff as a way of welcoming them into the team. Residual concerns appear to involve incumbents not wanting to be assigned to provide customer service at the front counter on an as-needed basis, which is a business necessity in a public-facing department such as HRM.

In an email dated January 2, 2020, the union provided a status update but was unable to state that there are no remaining objections to the proposed revisions. Therefore, these proposed classification revisions cannot be placed on the Consent Calendar and will appear on the New Business part of the agenda.

Additionally, the “common class” status of these classifications was discussed at the Civil Service Board meeting on November 15, 2018. The "Common Class" Project is currently underway, and staff is awaiting further direction related to these two classifications.

Staff recommends that the Civil Service Board approve the proposed revisions to the **Human Resource Clerk** and **Human Resource Technician** classification specifications.

Attachments: Revised draft Human Resource Clerk and Human Resource Technician classification specifications.



HUMAN RESOURCE CLERK

DRAFT
2019-12-18

Class Code: SS129 FTE

Civil Service Classified

DEFINITION

Under general supervision in the Human Resources Management Department, To performs a variety of complex clerical and office-administrative duties in support of confidential staff working with recruitment and examination, position control, employee and labor relations, classification and compensation, benefits, employee assistance, and other personnelhuman resources-related matters; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is an entry level classification in the Human Resource support paraprofessional series. This classification is distinguished from the higher level Human Resource Technician in that incumbents in the latter perform complex technical support duties.

The incumbent Receives general supervision from a Human Resources Manager, Human Resource Operations Supervisor, the Director of the Office of Personnel Resource Management or other management professional Human Resource staff.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Utilize word processors; type, review, edit and proofread—Prepare a variety of confidential documents including correspondence, memoranda, recorded meetings, Council ordinances and resolutions, reports, forms, proposals, labor agreements (memoranda of understanding/collective bargaining agreements), charts and policies; compose routine correspondence and reports; and design-generate charts and graphs as needed.

Input, modify, and retrieve human resources systems information utilizing computerized databases; maintain electronic and archival records and filing systems; maintain and update confidential files.

Answer routine questions related to general human resource functions, job opportunities, salary information, benefits, payroll operations, and examination status to employees and the general public.

Process a variety of personnelhuman resources-related forms and records; organize and maintain confidential personnel-human resources records and files including employee records in the centralized file room; maintain lists and logs related to departmental activities for tracking purposes.

Respond to inquiries from the public, department representatives, and employees concerning confidential information in situations where tact and judgment must be exercised; refer more complex questions or complaints as appropriate.

Receive and screen visitors and telephone calls. Provide customer service, including greeting and assisting visitors and callers, referring them to sources of information, and distributing

appropriate forms; update and maintain employment resources for the general public.

Schedule appointments for employees to receive employee identification cards; prepare and issue identification cards.

Make-Schedule appointments and maintain a calendar; ~~schedule and arrange meetings and~~ make conference/travel arrangements; organize meetings to includeby notifying participants, making inge room arrangements, and preparing inge required informational materials.

Attend board and commission meetings and record and transcribe minutes; prepare required agenda materials; post agenda packets online and with the Office of the City Clerk.

Order materials and supplies; process purchase orders; monitor supply budget.

~~Determine proper spelling, grammar, and paragraphing~~Proofread and review documents for accuracy, completeness, and compliance with established standards and procedures; develop proper formats for forms, charts, and reports; ~~edit and review documents as needed;~~ organize and maintain various administrative, reference, and follow-up files.

Operate ~~peripheral~~ modern office ~~automation and computer~~ equipment; duplicate materials.

Perform functional administrative duties for the department.

Sort and distribute mail received by departmental staff; may sort, route or distribute forms, reports, and other documents to internal departments or agencies.

KNOWLEDGE AND ABILITIES

Knowledge of:

- ~~Personnel~~Human resources practices and procedures including recruitment and examination, position control, employee and labor relations, benefits, position classification and compensation, and employee assistance and wellness programs.
- ~~Personnel~~Human resources-related rules, regulations, policies, and procedures.
- ~~Modern office administrative practices and procedures, including records management.~~
- ~~Operation of standard~~Modern office procedures and organization; current office techniques and equipment.
- Computer systems and software applications -including ~~a~~-word processing~~ing~~, data-bases~~management and~~ spreadsheets, applicant tracking systems, and human resources information systems ~~software, facsimile and recording devices.~~
- Correct English usage including spelling, grammar, punctuation, and vocabulary; proofreading and editing.
- Public contact and customer service skills.
- Standard business arithmetic.
- Records management-keeping, report preparation, and filing methods.

Ability to:

- Communicate effectively orally and in writing.
- Maintain confidential data and information.
- Exercise judgment, initiative, tact, courtesy, and discretion in dealing with other departments, City officials, employees, outside agencies, and the public.
- Plan, organize, and schedule assigned work ~~in the office.~~
- Work independently and set priorities, seeking input from supervisor as needed.

- Operate computers and modern office equipment; input, retrieve, and reference data in various computer software applications including word processing, data-bases, spreadsheets, applicant tracking systems, and human resources information systems management and word processing systems.
- Transcribe from recording equipment; prepare detailed minutes of official meetings.
- Compose routine correspondence from brief instructions.
- Prepare and process ~~personnel~~human resources-related records, forms and reports.
- Make basic arithmetic and statistical calculations.
- Establish and maintain effective working relationships with those contacted in the performance of required duties.

MINIMUM QUALIFICATIONS

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable.

Education:

High school diploma or equivalent. An Associate's Degree from an accredited college or university in human resources, business administration, public administration or related field is desirable.

Experience:

One Two—years of progressively responsible clerical/~~administrative—secretarial—~~work experience including ~~one year handling~~ public contact situations and preparing and processing confidential ~~personnel~~human resources forms, reports, correspondence, and information.

LICENSE OR CERTIFICATE

~~None required~~Individuals who are appointed to this position will be required to maintain a valid California Driver's License throughout the tenure of employment OR demonstrate the ability to travel to various locations in a timely manner as required in the performance of duties.

OTHER REQUIREMENTS

Must be willing to work irregular days and hours, as needed.

FLEXIBLE STAFFING

Incumbents in the Human Resource Clerk classification are eligible to promote to the Human Resource Technician classification in accordance with established City policy related to flexible staffing.

DEPT. OF HUMAN RESOURCES MANAGEMENT USE ONLY

Established: 06/08/1995 CSB Resolution #: 44337 Salary Ordinance #:
Exempted: Y ☐ N ☒ Exemption Resolution #:

Revision Date: / / CSB Resolution #:
Re-titled Date: / / CSB Resolution #: Salary Ordinance #:

(Previous title(s):)



HUMAN RESOURCE TECHNICIAN

DRAFT
2019-12-18

Class Code: TC117 FTE

Civil Service Classified

DEFINITION

Under general supervision in the Human Resources Management Department, performs a variety of technical human resources duties in support of one or more major personnel programs, including recruitment and examination, classification and compensation, employee and labor relations, ~~or employee development assistance or other human resources-related matters;~~ performs work using utilizes applicant tracking, ~~personnel~~, position control, and ~~HRIS human resources information systems~~ software as well as a variety of ~~computer software~~ applications ~~commonly found in a modern office environment~~; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a journey level technical classification in the Human Resource support paraprofessional series. ~~This position~~ It performs technical and ~~related clerical administrative~~ work that focuses on objectives rather than techniques. This classification is distinguished from Human Resource Clerk in that the latter performs less complex technical support duties. It is further distinguished from the Human Resource Analyst classifications, ~~es~~ which perform a broad range of professional level duties, and from the Senior Human Resource Technician, which performs more complex and difficult technical support duties and serves as a lead to other Human Resource support classifications.

~~Incumbents r~~ Receives general supervision from ~~a Supervising Human Resource Technician or~~ professional Human Resource staff. May direct and assign the work of ~~clerical administrative~~ employees.

EXAMPLES OF DUTIES - *Duties may include, but are not limited to, the following:*

~~Contact other agencies and City departments for information relating to job descriptions, salaries, fringe benefit programs, and personnel practices and policies; make computations, charts, reports or narrative summaries; organize, analyze, and present information; respond to survey requests from other agencies.~~

~~Assist in preparing training announcements for the newsletter, and in coordinating production of the training catalog.~~

Input, modify, and retrieve ~~personnel human resources program~~ information utilizing computerized data-bases; maintain electronic and archival records and filing systems; maintain and update confidential files.

Operate and maintain automated applicant tracking system; generate routine reports for recruitment and examination and, classification and compensation and employee development programs; verify system data; assist with exam scoring; generate notices to applicants; perform

certification desk activities related to eligible lists, transfer lists, ~~and~~ reinstatement lists, and re-employment lists.

Assist in the coordination of examination procedures by creating draft job postings, contacting media to advertise recruitment, reviewing applications for completeness, sending notices to candidates, scheduling test facilities, identifying and making arrangements for interview ~~rating~~ panelists, preparing and distributing test materials, and proctoring written, oral, physical agility and performance examinations; may assist with routine application screening of entry level recruitments using structured criteria.

~~Assist in the coordination of training programs by registering participants, preparing and organizing class materials, providing logistical support and monitoring training expenditures.~~

Conduct initial research in various planning aspects of opening a recruitment by gathering materials from other agencies, reviewing questionnaires and surveys for information, and examining history files; may assist with or conduct job analyses.

Ensure compliance with contract agreements and personnel rules in the posting of vacancies and preparation of listing of job openings for distribution to staff; maintain mailing lists.

~~Assist in the coordination of examination procedures by creating draft job postings, contacting media to advertise recruitment, reviewing applications for completeness, sending notices to candidates, scheduling test facilities, identifying and making arrangements for interview panelists, preparing and distributing test materials, and proctoring written oral, physical agility and performance examinations; may assist with routine application screening of entry level recruitments using structured criteria.~~

Contact other agencies and City departments for information relating to job descriptions, salaries, fringe benefit programs, and personnel practices and policies; make computations, charts, reports or narrative summaries; organize, analyze, and present information; respond to survey requests from other agencies.

Assist in preparing training announcements for the newsletter, and in coordinating production of the training catalog.

Assist in the coordination of training programs by registering participants, preparing and organizing class materials, providing logistical support and monitoring training expenditures.

May assist professional staff in the completion of special projects and assignments including conducting research and producing summaries of results.

Assist with maintenance of the classification plan and revisions to classification specifications; create and update classification records; draft memoranda for forwarding to the Civil Service Board.

Assist with the generation and calculation of seniority rankings; respond to inquiries regarding

seniority information; update and maintain reinstatement lists.

Process a variety of human resource transactions to assure timeliness, accuracy, and proper processing, including position control, bilingual testing, flexible staffing, recruitment and examination, and classification and salary compensation issues.

Provide administrative support to the Civil Service Board by drafting and posting agendas, uploading agenda materials, updating records, and transcribing minutes from the meetings.

May track and monitor temporary employees for time limitations.

May assist with performing research and compiling records related to public records requests and requests for information.

Answer routine questions and prepare routine correspondence related to procedures, rules and regulations, job opportunities, salary information, benefits, labor agreements (memoranda of understanding/collective bargaining agreements), and examination scheduling to employees and the general public; refer complex questions to other staff.

Collect, compile, and analyze personnel and position data; prepare reports.

Assign and direct assigned ~~clerical~~ administrative employees.

Type or word process correspondence, reports, salary ordinances, ~~and~~ contracts, and professional services agreements from draft copy; create and maintain forms, spreadsheets, and other documents.

Generate, maintain, archive, and purge physical employee files and records.

Order and maintain office supplies.

Attend job fairs or community events and participate in other outreach activities.

For relief or ~~training and~~ orientation purposes, may be assigned customer service and administrative activities of other personnel in the department.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Current trends in human resources policies, procedures, and practices related to recruitment and examination, position control, employee and labor relations, benefits, position classification and compensation, employee development, and employee assistance and wellness programs.
- Memoranda of Understanding and Civil Service Rules.
- Modern office procedures and organization; current office techniques and equipment.
- ~~Business-Correct~~ English usage including spelling, grammar, ~~and~~ punctuation, and vocabulary; proofreading and editing.
- Basic mathematics and elementary statistical concepts and calculations.

- Records ~~keeping management, report preparation,~~ and filing ~~systems methods.~~
- Computer systems and software applications including word processing, databases spreadsheets, applicant tracking systems, and human resources information systems.

Ability to:

- Communicate effectively orally and in writing.
- Maintain confidential data and information.
- Interpret and apply guidelines, procedures, and directions.
- Independently organize work assignments and meet critical deadlines; function effectively while handling multiple tasks with competing deadlines and repeated interruptions.
- ~~Type or word process accurately from copy; g~~Generate routine correspondence and prepare drafts of non-routine documents for review.
- Establish and maintain record-keeping procedures and filing systems.
- Compile, analyze, and interpret data; prepare charts, reports or narrative summaries.
- Operate computers and modern office equipment; ~~utilize various software applications; input, and retrieve, and reference data in various computer software applications including word processing, databases, spreadsheets, applicant tracking systems, and human resources information systems and;~~ generate reports from applicant tracking systems, position control databases, and other electronic-automated systems.
- Establish and maintain effective working relationships with those contacted in the performance of required duties.
- ~~Compile, analyze, and interpret data; prepare charts, reports or narrative summaries.~~

MINIMUM QUALIFICATIONS

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable.

Education:

~~Equivalent to the completion of a~~High school diploma or equivalent. An Associate's Degree from an accredited college or university in human resources, business administration, public administration or related field is highly desirable.

Experience:

Two (2) ~~Three~~-years of progressively responsible ~~personnel-human resources-related clerical~~ technical or administrative support experience, preferably in a ~~human resources-public sector~~ environment.

LICENSE OR CERTIFICATE

~~None required~~Individuals who are appointed to this position will be required to maintain a valid California Driver's License throughout the tenure of employment OR demonstrate the ability to travel to various locations in a timely manner as required in the performance of duties.

OTHER REQUIREMENTS

Must be willing to work irregular days and hours, as needed.

FLEXIBLE STAFFING

Incumbents in the Human Resource Clerk classification are eligible to promote to the Human Resource Technician classification in accordance with established City policy related to flexible staffing.

DEPT. OF HUMAN RESOURCES MANAGEMENT USE ONLY

Established: 06/08/1995 CSB Resolution #: 44337 Salary Ordinance #:
Exempted: Y ☐ N ☒ Exemption Resolution #:

Revision Date: 02/21/2013 CSB Resolution #: 44605
Re-titled Date: / / CSB Resolution #: Salary Ordinance #:

(Previous title(s):)



CITY OF OAKLAND

STAFF REPORT

DATE: January 16, 2020

TO: THE HONORABLE CIVIL SERVICE BOARD

FROM: Jaime Pritchett, Principal Human Resource Analyst

THROUGH: Greg Preece, Human Resources Manager

THROUGH: Ian Appleyard, Director of Human Resources Management

SUBJECT: Quarterly Update Regarding Pending Classification Studies Pursuant to Rule 3.04(f) of the Personnel Manual (Civil Service Rules)

The Personnel Manual (Civil Service Rules) section 3.04 (f) “Quarterly Updates” requires that the Personnel Director provide quarterly updates regarding outstanding Classification Studies to the Board and include an explanation of the delay for all studies that have been in progress for more than one year. The Board was last provided with a report in November (for quarter end September 30, 2019). This report also provides an update on classification specifications that are currently under review.

Classification Studies

Attachment A is a report of all outstanding classification studies for the quarter ending December 31, 2019. During this reporting period, six (6) studies were completed, one (1) study was canceled, and six (6) new studies were received. There are currently nineteen (19) active classification studies.

EXPLANATION OF DELAYS

Six (6) studies have passed the one-year mark:

- Librarian, Supervising – ***completed 10/24/19**
- Police Services Technician – ***completed 10/3/19**
- Administrative Assistant II – ***completed 10/4/19**
- Police Services Technician – in progress; more research required
- Investment Officer – anticipated completion the week of 1/6/20
- Office Assistant II – in progress

The delays are attributed to competing demands among staff and complex studies that require more research and examination than usual. Layers of analysis and meetings with additional parties add to the complexities and time involved. Competing priorities make it difficult to dedicate significant blocks of time to evaluating the many factors in each study.

Despite these considerations, HRM remains focused on addressing overdue studies. Of the six studies that are currently overdue, *three were completed during this quarter and one more is expected to be completed early in January 2020. Completing the oldest studies continues to be the highest priority, and HRM is still working to eliminate the backlog completely. Staff expects to

CIVIL SERVICE BOARD

Subject: Quarterly Classification Study Report

Date: January 16, 2020

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continue enlisting assistance from an external consultant to help with addressing the queue as well.

The Human Resource Analysts have been trained on how to conduct classification studies, and all continue to carry at least one classification study each. Progress remains slow due to the learning curve but we are encouraged by recent gains this quarter. Building capacity among staff remains the most strategic approach to ensure skilled staff are available and that incoming classification study requests can be addressed as quickly as possible in the near future.

Classification Specification Review

Attachment B is a report of outstanding requests for classification specification reviews for the quarter ending December 31, 2019 showing a total of one hundred (100) classifications: during this reporting period there were ten (10) classification revisions or creations completed and approved by the Civil Service Board and zero (0) classification specification reviews were canceled; there are six (6) classifications being advanced by HRM to the Board for the January 16, 2020 meeting; an additional nine (9) are in the queue for discussion with the representative union and advancement to the Board in the near future; there are fifty-eight (58) classification specification reviews assigned and under review by analysts; and there are an additional seventeen (17) for which HRM has received requests that have not yet been assigned. Classification creation and revision work will be distributed among all analysts as part of the overall efforts to increase their flexibility and our responsiveness to organizational needs.

Status	Qty
Approved by CSB or Closed During Quarter	10
Scheduled to CSB for Approval	6
Under Review for Scheduling of Meet & Confer with Representative Union	9
Assigned to Analyst for Review	58
Pending for Assignment	17
TOTAL	100

For questions regarding this report, please contact Jaime Pritchett, Principal Human Resource Analyst, at (510) 238-4735.

Attachment A – Classification Studies (Desk Audits) as of December 31, 2019

Attachment B – Classification Specifications under review as of December 31, 2019

**City of Oakland - Human Resources Management
Classification Studies**

ATTACHMENT A

	Department	Classification	Date Received	Date Complete	Days Elapsed	Pending 1+ yr?	Status
1	LIBRARY	Librarian, Supervising	10/25/2017	10/24/2019	729	Yes	Completed.
2	OPD	Police Services Technician II	5/29/2018	10/4/2019	493	Yes	Completed.
3	OPW	Administrative Assistant II	9/27/2018	10/3/2019	371	Yes	Completed.
4	OPD	Police Services Technician II	10/24/2018			Yes	In progress; additional research required.
5	FINANCE	Accountant III	11/5/2018	10/31/2019	360	No	Completed.
6	FINANCE	Investment Officer	11/26/2018			Yes	Anticipated completion the week of 1/6/20.
7	FINANCE	Office Assistant II	12/11/2018			Yes	In progress.
8	FINANCE	Investment Officer	1/8/2019			No	Anticipated completion the week of 1/6/20.
9	OPR	Public Service Representative	1/14/2019			No	In progress.
10	OPW	Administrative Assistant I	2/7/2019	10/28/2019	263	No	Completed.
11	OFD	Business Analyst I	2/21/2019	12/23/2019	305	No	Completed.
12	DOT	Program Analyst II	6/5/2019			No	In progress.
13	ITD	Database Analyst III	6/19/2019			No	In progress.
14	HSD	Program Analyst I	6/28/2019	10/18/2019	n/a	No	Canceled; employee was promoted.
15	OFD	Program Analyst II	7/16/2019			No	Pending assignment.
16	HCD	Loan Servicing Administrator	7/17/2019			No	In progress.
17	DOT	Administrative Assistant I	7/23/2019			No	In progress.
18	OPW	Capital Improvement Project Coordinator	7/24/2019			No	Pending assignment.
19	ITD	Information Systems Specialist II	8/14/2019			No	Pending assignment.
20	LIBRARY	Library Assistant	8/30/2019			No	Pending assignment.
21	OPD	Police Records Specialist	10/3/2019			No	New assignment.
22	EWD	Program Analyst III	10/9/2019			No	New assignment.
23	HSD	Administrative Assistant I	10/24/2019			No	New assignment.
24	DOT	Accountant II	10/30/2019			No	New assignment.
25	FINANCE	Treasury Analyst III	11/19/2019			No	New assignment.
26	LIBRARY	Librarian II	12/30/2019			No	New assignment.

**City of Oakland - Human Resources Management
Status of Classification Specification Reviews**

ATTACHMENT B

CLASS	DEPT	TITLE	REP	TYPE	NOTES
CLOSED THIS QUARTER (10)					
PS142	OFD	Fire Prevention Bureau Inspector (Civilian)	SC1	SPEC REVISION	Approved at 11/14/19 CSB meeting
EM187	ITD	Information Systems Manager II	UM1	SPEC REVISION	Approved at 11/14/19 CSB meeting
TBD	OPW	Sign Shop Coordinator Technician II	TBD	NEW SPEC	Approved at 11/14/19 CSB meeting
SS180	ITD	Reproduction Assistant	SD1	SPEC REVISION	Approved at 11/14/19 CSB meeting
SS182	ITD	Reproduction Offset/Operator	SD1	SPEC REVISION	Approved at 11/14/19 CSB meeting
TBD	PEC	Ethics Analyst III	TBD	NEW SPEC	Approved at 12/19/19 CSB meeting
EM113	OFD	Assistant Chief of Fire Department	UU1	NEW SPEC	Approved at 12/19/19 CSB meeting
AP448	OPW	Capital Improvement Project Coordinator, Assistant	TW1	NEW SPEC	Approved at 12/19/19 CSB meeting
TBD	OFD	Fire Inspection Supervisor	TBD	NEW SPEC	Approved at 12/19/19 CSB meeting
AP275	PBD	Planner III - Historic Preservation	TW1	SPEC REVISION	Approved at 12/19/19 CSB meeting
SCHEDULED (6)					
AP144	CAO	Complaint Investigator III	SC1	SPEC REVISION	To be scheduled for 1/16/20 CSB meeting
SS129	HRM	Human Resource Clerk	TA1	SPEC REVISION	To be scheduled for 1/16/20 CSB meeting
TC117	HRM	Human Resource Technician	TW1	SPEC REVISION	To be scheduled for 1/16/20 CSB meeting
ET121	DOT	Transportation Engineer, Supervising	TM2	SPEC REVISION	To be scheduled for 1/16/20 CSB meeting
TBD	CAO	Veterinary Assistant	TBD	NEW SPEC	To be scheduled for 1/16/20 CSB meeting
TC144	CAO	Registered Veterinary Technician	SD1	SPEC REVISION	To be scheduled for 1/16/20 CSB meeting
PENDING MEET & CONFER (9)					
IS122	OFD	Fire Suppression District Inspector	SC1	SPEC REVISION	Met with Local 1021 on 6/17/19; pending
PP185	HSD	Head Start/Early Head Start Assistant Instructor	SI1	SPEC REVISION	Met with Local 1021 on 1/8/20
TBD	HSD	Home Base Visitor	TBD	NEW SPEC	For introduction at 11/18/19 Local 1021 meeting
TBD	HSD	Home Base Visitor, Supervising	TBD	NEW SPEC	For introduction at Local 21 mtg 11/21 or 12/19
MA107	OPW	Manager, Capital Improvement Program	UM1	SPEC REVISION	Met with Local 21 on 12/19/19
AP282	PBD	Planning Investigator	SD1	SPEC REVISION	Met with Local 1021 on 1/8/20
PS162	OPD	Police Communications Dispatcher	SC1	SPEC REVISION	Meetings will resume with Local 1021
PS163	OPD	Police Communications Operator	SC1	SPEC REVISION	Meetings will resume with Local 1021
TR186	OPW	Sign Technician I (Traffic Sign Maker)	SC1	SPEC REVISION	Meetings ended 10/19/18 but will resume following conclusion of discussions related to Sign Shop Coordinator.
IN PROGRESS (58)					
AF031	CITYWIDE	Accountant III	UH1	SPEC REVISION	Finalizing proposed spec revisions with departments
TR203	OPD	Animal Care Attendant	SC1	SPEC REVISION	In the queue for meeting with Local 1021
TBD	ITD	Application Developer IV	TBD	NEW SPEC	Drafting new class spec

**City of Oakland - Human Resources Management
Status of Classification Specification Reviews**

ATTACHMENT B

CLASS	DEPT	TITLE	REP	TYPE	NOTES
PS180	OFD	Battalion Chief	FQ1	SPEC REVISION	Preparing proposed spec revisions for department review
PS104	OFD	Captain of Fire	FQ1	SPEC REVISION	Preparing proposed spec revisions for department review
PS107	OPD	Captain of Police	UN2	NEW SPEC	Collecting job analysis information for draft class spec
EM131	LIBRARY	Chief Curator of AAMLO	UM1	SPEC REVISION	Preparing proposed spec revisions for department review
EM122	OPD	Chief of Police	UN1	NEW SPEC	Drafting new class spec
MA109	CAO	City Administrator Analyst	U31	NEW SPEC	Preparing proposed class spec for department review
TBD	OFD	CORE Instructor, PT	TBD	NEW SPEC	Department reviewing proposed draft
AP400	CAO	CPRA Policy Analyst	UM2	SPEC REVISION	Finalizing proposed spec revisions and title change with department
SC130	OPW	Custodial Services Supervisor I	UH1	SPEC REVISION	Finalizing proposed spec revisions with department
EM135	OPD	Deputy Chief of Police	UN2	NEW SPEC	Drafting new class spec
AP252	CITYWIDE	Development Specialist III	TW1	SPEC REVISION	Preparing proposed spec revisions for department review
EM103	FINANCE	Director of Finance	UK1	NEW SPEC	Drafting new class spec
EM264	DOT	Director of Transportation	UK1	NEW SPEC	Drafting new class spec
TBD	DOT	Director of Transportation, Assistant	TBD	NEW SPEC	Drafting new class spec
PS119	OFD	Engineer of Fire	FQ1	SPEC REVISION	Preparing proposed spec revisions for department review
SS126	CAO	Executive Assistant to the City Administrator	U31	SPEC REVISION	Finalizing proposed spec revisions with department
EM224	OFD	Fire Division Chief	UU1	SPEC REVISION	Preparing proposed spec revisions for department review
PS129	OFD	Fire Fighter	FQ1	SPEC REVISION	Finalizing proposed spec revisions with department
PS184	OFD	Fire Fighter Paramedic	FQ1	SPEC REVISION	Finalizing proposed spec revisions with department
PS139	OFD	Fire Investigator	FQ1	SPEC REVISION	Preparing proposed spec revisions for department review

**City of Oakland - Human Resources Management
Status of Classification Specification Reviews**

ATTACHMENT B

CLASS	DEPT	TITLE	REP	TYPE	NOTES
EM168	OFD	Fire Marshal (Sworn)	UU1	SPEC REVISION	Finalizing proposed spec revisions with department
SC160	HSD	Head Start Supervisor	UH1	SPEC REVISION	Finalizing proposed spec revisions with department
AP214	LIBRARY	Librarian I	SD1	SPEC REVISION	Preparing proposed spec revisions for department review
AP217	LIBRARY	Librarian II	SD1	SPEC REVISION	Preparing proposed spec revisions for department review
AP220	LIBRARY	Librarian, Senior	SD1	SPEC REVISION	Preparing proposed spec revisions for department review
AP221	LIBRARY	Library Aide	SD1	SPEC REVISION	Preparing proposed spec revisions for department review
AP223	LIBRARY	Library Assistant	SD1	SPEC REVISION	Preparing proposed spec revisions for department review
AP224	LIBRARY	Library Assistant, Senior	SD1	SPEC REVISION	Preparing proposed spec revisions for department review
PS149	OFD	Lieutenant of Fire	FQ1	SPEC REVISION	Preparing proposed spec revisions for department review
PS194	OPD	Lieutenant of Police	PP1	NEW SPEC	Collecting job analysis information for draft class spec
SS140	LIBRARY	Literacy Assistant	SD1	SPEC REVISION	Preparing proposed spec revisions for department review
SS141	LIBRARY	Literacy Assistant, Senior	SD1	SPEC REVISION	Preparing proposed spec revisions for department review
TR164	OPD	Parking Control Technician	SC1	SPEC REVISION	In the queue for meeting with Local 1021
AF025	FINANCE	Parking Meter Collector	SD1	SPEC REVISION	Preparing proposed spec revisions for department review
TBD	FINANCE	Parking Meter Collector, Senior	TBD	NEW SPEC	Drafting new class spec; need union meeting date
TR168	OPW	Parking Meter Repair Worker	SB1	SPEC REVISION	Held one meeting with Local 1021; collecting additional information; will schedule a follow-up meeting when research has concluded.
ET130	PBD	Permit Technician I	SD1	SPEC REVISION	Finalizing proposed spec revisions with department
ET131	PBD	Permit Technician II	SD1	SPEC REVISION	Finalizing proposed spec revisions with department

**City of Oakland - Human Resources Management
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CLASS	DEPT	TITLE	REP	TYPE	NOTES
PS161	OPD	Police Cadet	UG1	NEW SPEC	Draft developed; pending supervisor review & department feedback
PS164	OPD	Police Communications Supervisor	UH1	SPEC REVISION	Finalizing proposed spec revisions with department
AP290	PBD	Process Coordinator II	SD1	SPEC REVISION	Finalizing proposed spec revisions with department
SC202	PBD	Process Coordinator III	TW1	SPEC REVISION	Finalizing proposed spec revisions with department
EM200	FINANCE	Purchasing Manager	UM1	NEW SPEC	Drafting new class spec
AF059	FINANCE	Revenue Analyst, Principal	UM2	SPEC REVISION	Finalizing proposed spec revisions with department
PS179	OPD	Sergeant of Police	PP1	NEW SPEC	Collecting job analysis information for draft class spec
TR175	OPW	Sewer Maintenance Leader	SC1	SPEC REVISION	Future Local 1021 meeting date to be determined
TR176	OPW	Sewer Maintenance Worker	SC1	SPEC REVISION	Future Local 1021 meeting date to be determined
AP326	ITD	Spatial Data Administrator	UM2	SPEC REVISION	Finalizing proposed spec revisions with department
IS119	PBD	Specialty Combination Inspector	SD1	SPEC REVISION	Preparing proposed spec revisions for department review
IS120	PBD	Specialty Combination Inspector, Senior	SD1	SPEC REVISION	Preparing proposed spec revisions for department review
TR185	OPW	Traffic Painter	SB1	SPEC REVISION	Preparing proposed spec revisions for department
TR187	DOT	Transportation Planner, Senior	UM2	SPEC REVISION	Finalizing proposed spec revisions with department
TR188	OPW	Tree High Climber	SC1	SPEC REVISION	Received proposed spec revisions from department; under review prior to submission to union
AP348	EWD	Urban Economic Analyst III	TW1	SPEC REVISION	Preparing proposed spec revisions for department review
TBD	OFD	US&R Instructor, PT	TBD	NEW SPEC	Department reviewing proposed draft.
PENDING ASSIGNMENT (17)					
EM118	CITYWIDE	Assistant to the Director	UM1	SPEC REVISION	UM1/UM2 follow up; update draft spec
EM127	CLERK	City Clerk, Assistant	UM1	SPEC REVISION	UM1/UM2 follow up; update draft spec
MA113	CAO	Controller	UK2	DRAFT/REVISE	Pending analyst assignment
TR120	OPW	Custodian	SC1	SPEC REVISION	Discussion about revising MQs

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CLASS	DEPT	TITLE	REP	TYPE	NOTES
EM220	PBD	Director of Building & Planning	UK1	NEW SPEC	Pending analyst assignment
EM230	EWD	Director of Economic & Workforce Development	UK1	NEW SPEC	Draft pending CAO approval
EM154	HCDD	Director of Housing & Community Development	UK1	NEW SPEC	Draft pending CAO approval
EM264	DOT	Director of Transportation	UK1	NEW SPEC	Pending analyst assignment
SS119	OPW	Engineering Intern	UG1	SPEC REVISION	Pending analyst assignment
PP121	OPW	Environmental Services Intern	TW1	NEW SPEC	Assess classification as part of cleanup and clarification of intern classifications
SS120	ATTY	Exec Asst to Asst City Attorney	UM1	SPEC REVISION	UM1/UM2 follow up; update draft spec
SS121	CAO	Executive Asst to the Assistant City Administrator	U31	SPEC REVISION	Draft pending CAO approval
SS126	CAO	Executive Asst to the City Administrator	U31	SPEC REVISION	Draft pending CAO approval
SS142	CITYWIDE	Management Intern	TA1	NEW SPEC	Pending analyst assignment
NEW	CAO	Neighborhood Services Program Manager	TBD	NEW SPEC	Pending analyst assignment
SS164	CITYWIDE	Planning Intern/Housing Intern	UG1	SPEC REVISION	Broaden existing class to include Housing or merge with/revise Student Trainee. Cleanup and clarification of intern classifications
AP340	ITD	Telephone Services Specialist	IE1	SPEC REVISION	Awaiting proposed spec revisions from department